YOUR
**ORDER
PROCESS
SUCKS!**

NOT TO WORRY THOUGH,
WE HAVE A SOLUTION

Okay, in truth, the current process is reasonably good.

But it could
be better

Unfortunately, if it's not doing as well as it could, you're losing money...

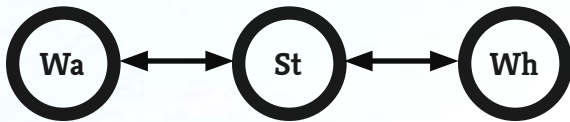*** Not that you need telling –
you're senior hospital executives!**

So what exactly is wrong with the current process?

There are a few

REDUNDANCIES

e.g. the hospital stores

(Wa) ←→ (St) ←→ (Wh)

It is

INEFFICIENT AND EXPENSIVE

On average, it costs

$39.91 & **$87.40**

for every daily order process   for every weekly order process

It is

INEFFICIENT AND EXPENSIVE

On average, it takes about

10 hours and **45 minutes** to complete a daily order

● ● ● ● ● ● ● ● ● ● ◗

But only about

1 hours and **45 minutes** is actually spent working

● ◗

It is

INEFFICIENT AND EXPENSIVE

On average, it takes about

14 hours and **35 minutes** to complete a weekly order

But only about

3 hours and **20 minutes** is actually spent working

It is

INEFICIENT AND EXPENSIVE

- There is a **significant wait time to receive goods** into wards if the item is out of stock
- **Checking if an item is out of stock** also takes time and is a manual process
- Plus many more issues

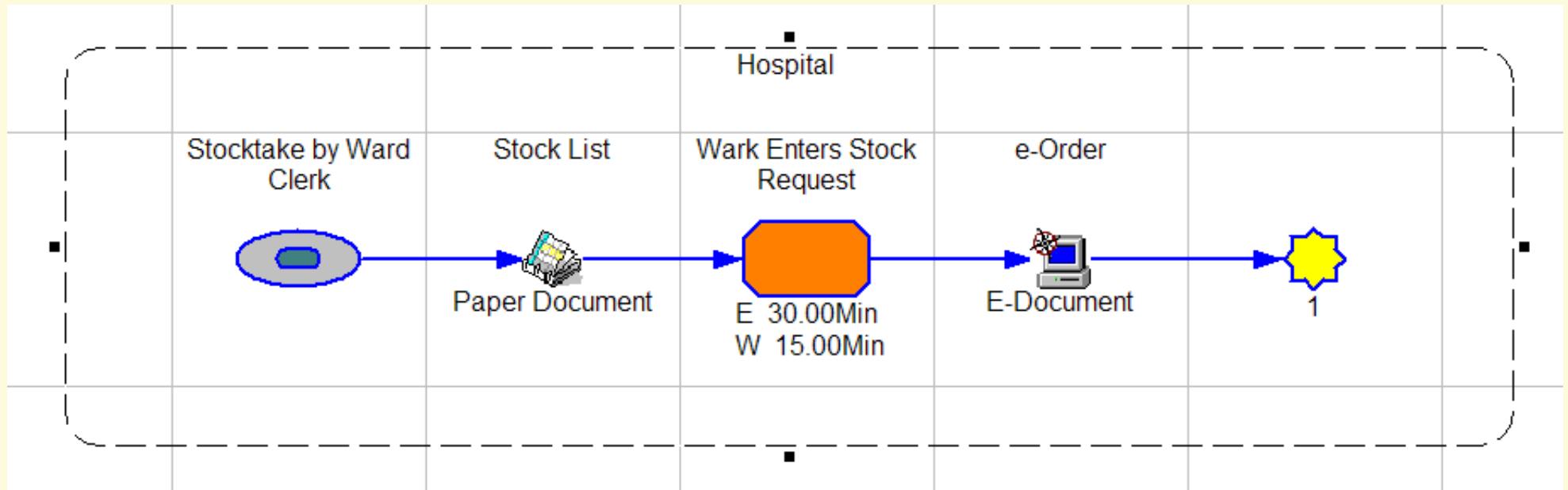# BPR: MAKING IMPROVEMENTS

- Remove the intermediate hospital stores (direct to ward delivery)
- Replace paper based systems with electronic methods (e.g. ePayments, eInvoices etc)
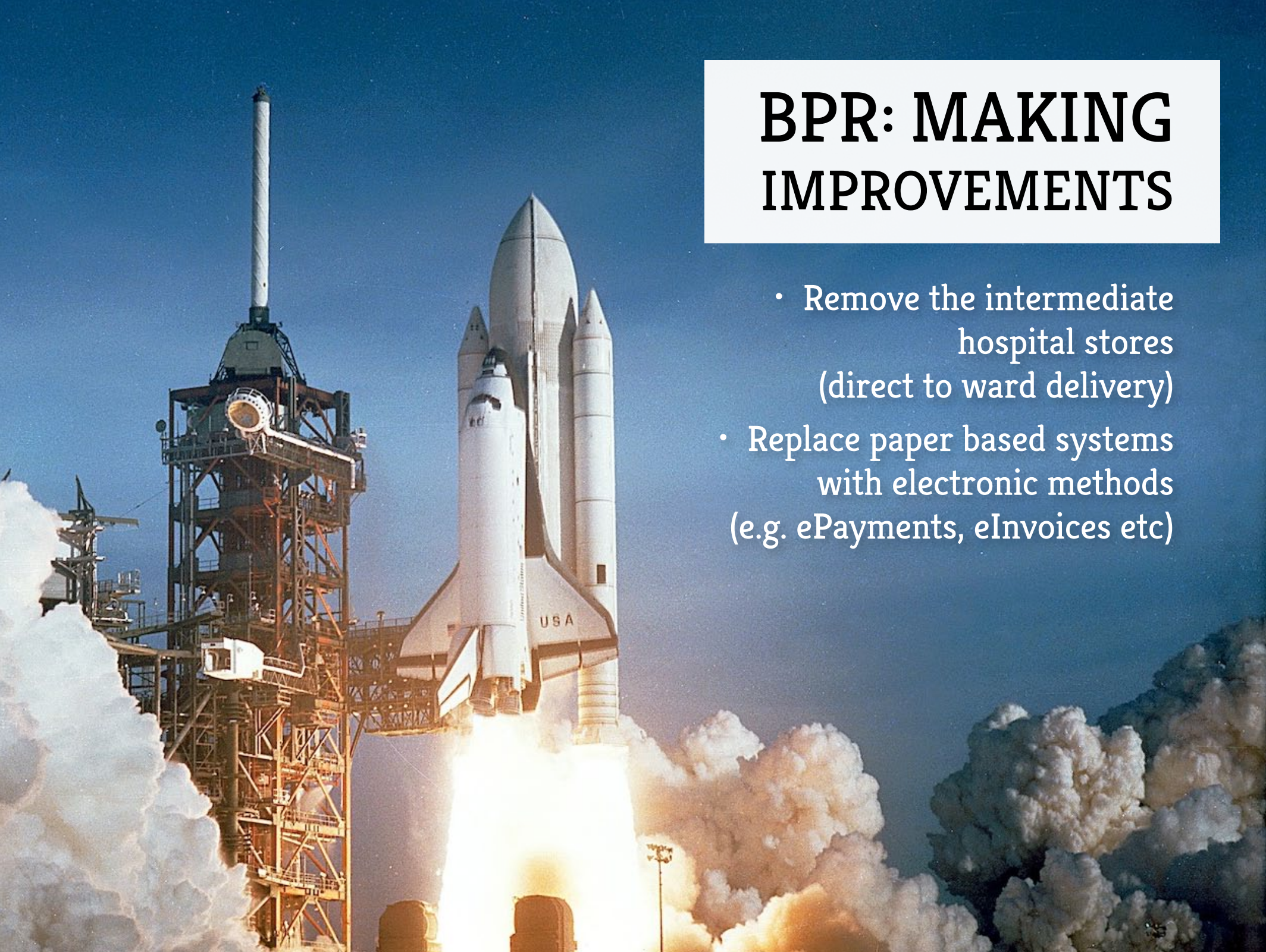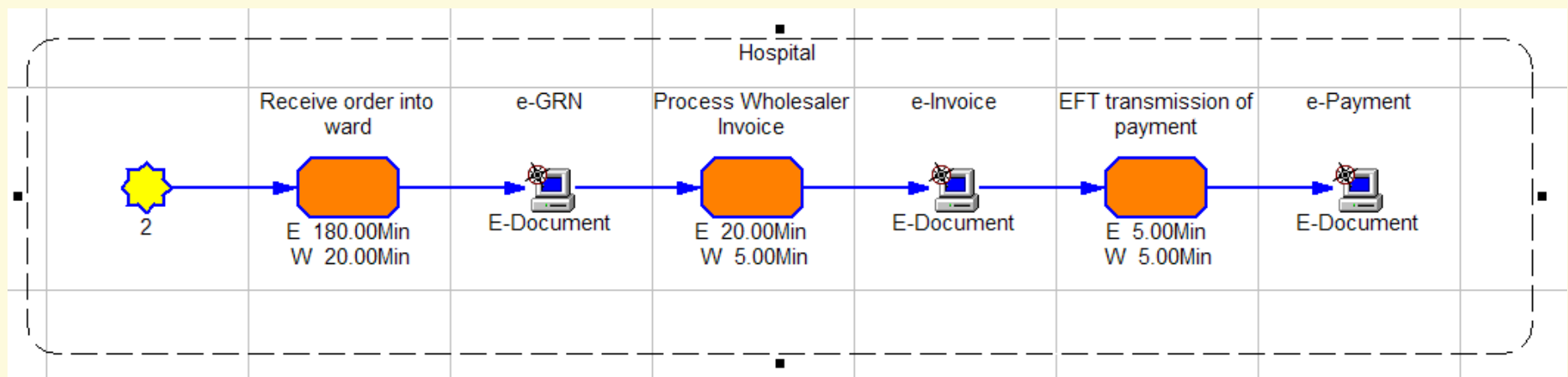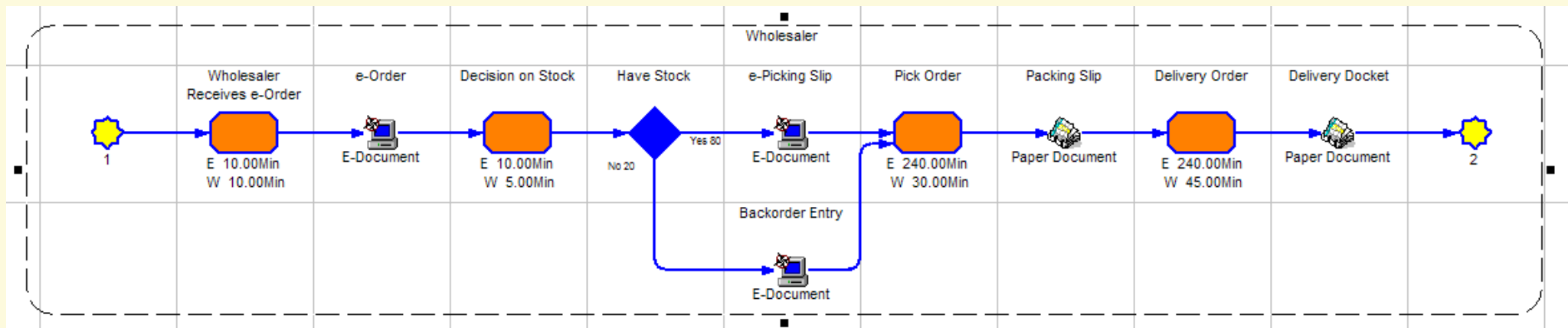
Stage 1
IMPROVEMENTS

Stage 1
IMPROVEMENTS

Wholesaler

	Wholesaler Receives e-Order	e-Order	Decision on Stock	Have Stock	e-Picking Slip	Pick Order	Packing Slip	Delivery Order	Delivery Docket	
1	E 10.00Min W 10.00Min	E-Document	E 10.00Min W 5.00Min	Yes 80 / No 20	E-Document	E 240.00Min W 30.00Min	Paper Document	E 240.00Min W 45.00Min	Paper Document	2

Backorder Entry
E-Document

Hospital

	Receive order into ward	e-GRN	Process Wholesaler Invoice	e-Invoice	EFT transmission of payment	e-Payment
2	E 180.00Min W 20.00Min	E-Document	E 20.00Min W 5.00Min	E-Document	E 5.00Min W 5.00Min	E-Document

Putting the 'e' in 'Procurement'

- **Web Services** is the recommended option
- It is a method of communication over the Internet
- Widely used, flexible, strong support, easy (and cheaper) to implement, bright future
- Suited for implementing an SOA

Getting Real Fancy: More Improvements

- What if a computerised agent makes orders automatically?
  » Track orders/items with **RFID tags**

- What happens now that there is no stores to 'buffer' orders?
  » **Batch orders** at the wholesaler

- Could we automate payment with eOrders, ePickingSlips, eGRNs and RFID tracking?
  » **Yes**, it is technically possible

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But a further, detailed study is recommended for RFID-related integations