

Project Title

Training Vendor Evaluation: Get more things done in lesser time

Project Lead and Members

- Wendy Ng
- Christina Sim

Organisation(s) Involved

Singapore General Hospital

Healthcare Family Group(s) Involved in this Project

Healthcare Administration

Applicable Specialty or Discipline

Learning & Career Development, Human Resource

Aims

1. Streamline processes to enhance efficiency and transparency in the evaluation criteria.
2. Ensure continuity of staffs' learning arising from Face-to-Face (F2F) trainings suspension due to COVID-19

Background

See poster appended / below

Methods

See poster appended / below

Results

See poster appended / below

Conclusion

See poster appended / below

Additional Information

Singapore Healthcare Management (SHM) Conference 2021 – Shortlisted Project
(Human Resource Category)

Project Category

Care & Process Redesign, Quality Improvement, Workflow Redesign, Job
Effectiveness

Keywords

COVID-19, Vendor Evaluation, Staff Training

Name and Email of Project Contact Person(s)

Name: Wendy Ng

Email: singaporehealthcaremanagement@singhealth.com.sg



Training Vendor Evaluation: Get more things done in lesser time!



INTRODUCTION

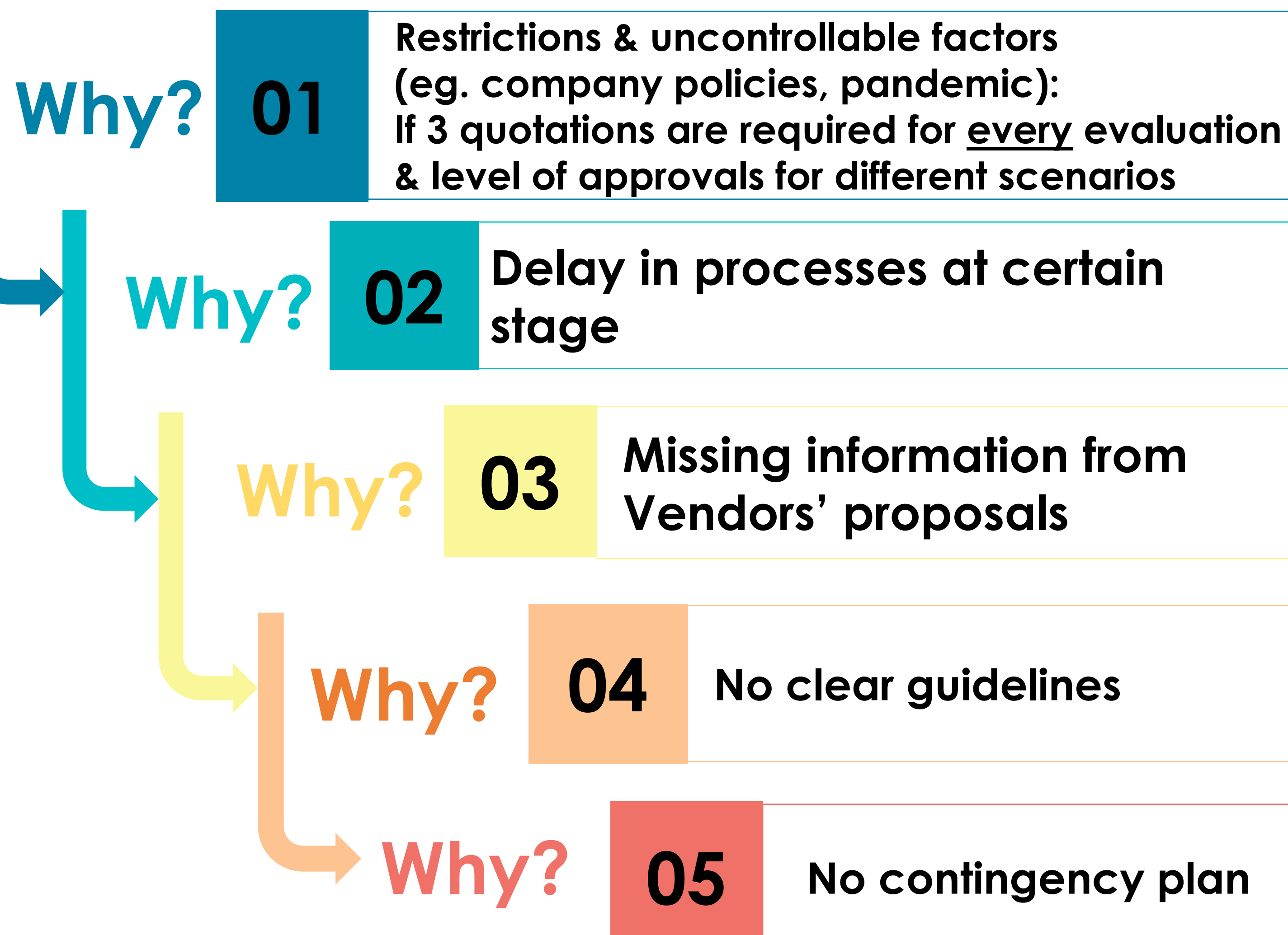
The Vendor Management Team (VMT) in Learning & Career Development (LCD) Department sources and manages training services to ensure quality and value from training vendors through a win-win partnership.

AIMS

1. Streamline processes to enhance efficiency and transparency in the evaluation criteria
2. Ensure continuity of staffs' learning arising from Face-to-Face (F2F) trainings suspension due to COVID-19

METHODOLOGY

P1 Root Cause Analysis for Time-consuming evaluation process:



- ### P2
- Benchmarked best practices
 - Consulted Subject-Matter-Experts
 - Conducted reference checks on Training Vendors with other SingHealth institutions & clusters

COUNTER-MEASURES

- Approval Matrix** Established **guidelines** on levels of approval and number of quotations.
- Vendor Evaluation Form** Vendors fill in prescribed **template** with detailed proposal in their submissions.
- Vendor's Presentation** Scheduled consecutive **vendor's presentation sessions to LCD's evaluators** and concluded with **VMT's debrief after every presentation.**
- SGH Service Agreement (SA)** Engaged SingHealth Legal in the **development of SA template** for vendors to sign prior to service engagement. This protect SGH's interest and save time to review varied vendor's contacts.

RESULTS



In collaboration with vendors & LCD's deployment team

69

Vendor Evaluations Completed

23

(61%) conversion of F2F training programmes to virtual means



313

Participants attended virtual training In 6 months

94%

Average satisfaction rate

155

Man-hours saved

CONCLUSION

Significant time-savings were achieved through continuous process improvements while maintaining quality training services and governance in the procurement process.

Despite Face-to-Face (F2F) trainings suspension due to COVID-19, the successful transition from physical meetings, trainings and vendors' presentations to virtual means, resulted to the smooth continuity of staff learning with high satisfaction rate. Ongoing process enhancements will be made to formulate checklists, improving efficiency and transparency, enhance partnership with the vendors and deployment team.