

SMALL STEPS TO BIG CHANGES

*
*



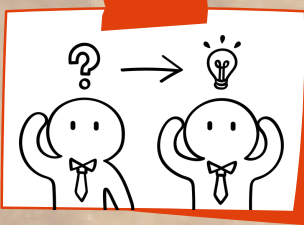
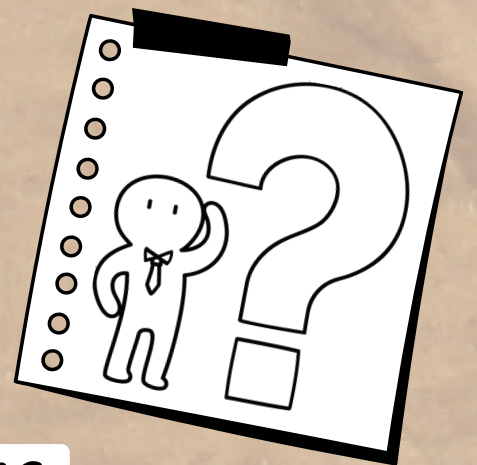
DO-IT-YOURSELF REGISTRATION KIOSK

Security Self-Registration Kiosk

Security Officers

CHALLENGES

- Issuance of vendors'/contractors' passes over the counter manually
- Lack of real-time tracking of passes
- Lean manpower, especially during peak hours



IMPLEMENTATIONS

Minimise manpower

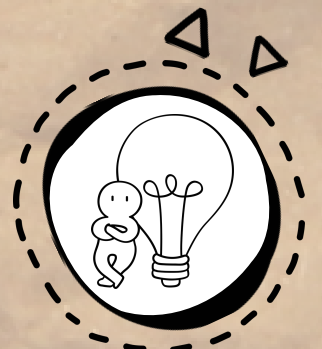
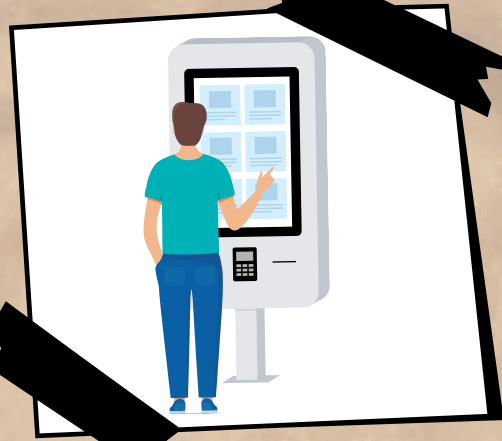
Utilisation of technology

Real-time updates and tracking



OUTCOMES

- **Minimise errors and save time** - resulted in shorter turnaround time
- **Reduce obstacles and congestion**, especially during peak hours
- **Empower vendors/contractors** to help with accelerated registration and verification processes
- In-premise prompt announcements enable **timely notifications** for vendors within premises



KEY

THANK YOU FOR SHARING
Syed Farid Wajidi Abdullah Al Edrus
Security & Fire Safety

Utilisation of technology

ee

SMALL STEPS TO BIG CHANGES



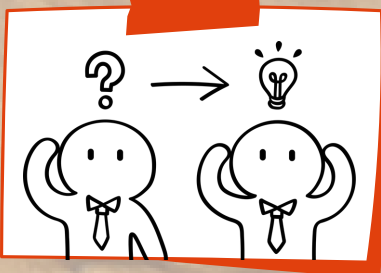
UPLIFTING THE TEAM WITH POSITIVITY

PSA Appreciation Board

Orthopaedic Surgery Clinic

CHALLENGES

- High patient load leading to staff exhaustion & burnout
- Disengagement from co-workers as a result of increased negativity and work demand



IMPLEMENTATIONS

Encouraging teams to appreciate each other's presence & support

All staff, including doctors, nurses and PSAs are encouraged to pen down appreciation or positive notes on the notice board

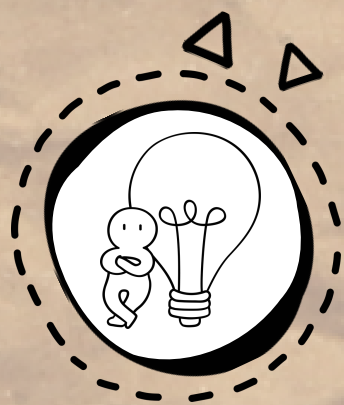


PSAs who received the most votes are awarded "PSA of the month"

Cultivating and promoting positive vibes

OUTCOMES

- Staff **feel appreciated** and are more willing to help each other, **resulting in increased productivity at work**
- Staff are **happier and friendlier**
- Amplify the positive outcomes by **extending to more doctors** to contribute to the PSA appreciation board
- **Encourage the use of WeCare App** as it allows staff who have been appreciated to receive **WeCare points** too



KEY

Appreciation & acknowledgement drives positive vibes

THANK YOU FOR SHARING
Norlayn Md Athmad
Specialist Outpatient Clinic