|  |  |  |  |
| --- | --- | --- | --- |
| Technology /Solution | When do you use them? | Which business process | Outcome. Which waste removed? |
| RFID | Item or inventory trackingAttendee TrackingLibrary System | Logistics and assets management | Defects - reducing human tracking errorsTransportationInventory |
| Robotic Process Automation (RPA) | Replacing repetitive tasks performed by humans with a virtual workforceRemove duplicate transactionsFor security purpose and To sieve out the frequent failed log in | Any Business Line | Non-utilised workforceExtra processingDefects  |
| Call routing system | Optimize human resources costs by utilizing each agent as efficiently as possible. To enable users to self-help by providing webpages and auto replied information | Feedback and frontline operations | Non-utilised workforce |
| Virtual Assistant | To enable users to self-help and ask questions | Feedback and frontline operations |  |
| E-kiosk (physical) | To enable users to self-help, find information or process applications | Feedback and frontline operations |  |
| E-Service  | the electronic delivery of information including data and content across web platform (e.g E-Cashier) | Any Business Line |  |
| Web APIs & SFTP | To obtain or provide real time data to others  |  |  |
| Data analytics and visualisation tools (tableau, R, Python) | To analyse the data in database or data warehouse | Any Business Line |  |
| Websites | To show static information of the organisation and links to other eServices | Corp Comms and Corp Development |  |
| Bespoke systems | To create unique applications to serve the needs of the organisation(s) | Any Business Line |  |
| Phone applications | To view or carry out business process via mobile phones seamlessly  | Any Business Line |  |
| CRM IFS Microsoft dynamics |  |  |  |
| Drones | To physically deliver products or to move a device (e.g camera) to perform a business operations (e.g to identify the defects of building).  |  |  |
| Teleconferencing And videoconferencing system |  |  |  |
| Sensors |  |  |  |
| Off the shelf systemIOT Workflow system like SharePointRobotic arms scm logisticsBiometic IRISAI machine learningBig data tech hadoopPhoneOCRFormSG |  |  |  |
| QR code | To provide info that reach large audience To sign up event or activity via links | Logistics, marketing, sales, corp comms.Any business unit |  |
| SMS or email notification |  |  |  |
| Digital Signature |  |  |  |
| Electronic Signature |  |  |  |

* **D**efects
* **O**ver-Production
* **W**aiting
* **N**on-Utilized Talent
* **T**ransportation
* **I**nventory
* **M**otion
* **E**xtra-Processing