

Summary

OPPORTUNITY

Implementation of the RFID Inventory Management and Tracking System (IMTS) to easily account for in-room inventory tracking and reduce the man hours needed for physical counting and reporting.

ACTION

- Hotel Clover worked with A*STAR/SIMTech to implement the RFID IMTS
- 6 months to roll out the implementation and monitoring of RFID asset tracking system
 - Estimated cost of S\$13,000

RESULTS

- Improved productivity through eliminating manual processes and increasing accuracy through asset tracking.
- 30% reduction in man-hours to ensure all loose items in hotel rooms are accounted for.

OPPORTUNITY

SEEKING INNOVATIVE WAYS TO TRACK AND MANAGE IN-ROOM ASSETS

Hotel Clover at Jalan Sultan is an 88-room boutique hotel furnished with many small decorative items (eg: ornamental pieces, paintings, knick-knacks) within the hotel rooms. In between room turnovers, housekeeping staff often spend extra time taking stock of and tracking the location of these decorative items. The entire process saw staff logging details of Fixed Asset items into Excel spreadsheets and then conducting a physical personally verification verifying their condition. This process resulted in a longer turnaround time of the rooms before guests' check-in. With the implementation of the RFID IMTS, the hotel can now easily account for their inventory and reduce the man-hours taken up by physical counting and reporting.

Although RFID has been highly adopted by many industries such as logistics and manufacturing (as an inventory tracking tool), it is not as common in the hospitality industry.

Asset tracking and management has typically been a laborious process in the hotel industry, requiring manual stock-taking and logging of the hotel's assets (ornamental pieces, paintings, knick-knacks). Physical checks have to also be conducted after every guest's check-out to ensure the assets are not missing.

After considering the benefits of RFID in improving efficiency, the Hotel implemented the RFID IMTS to execute asset tracking and management.

Key Success Factors

- The project team was led by Hotel GM, Ms Karis Sun, who has worked closely with A*STAR to ensure the success of the project.
- The Hotel's Housekeeping staff also played a key role in diligently ensuring the assets/items in the hotel rooms have all been accounted for.

Project period: 6 months including monitoring of implemented project

Estimated cost: S\$13,000

RESULTS

CUTTING COSTS AND REDUCING MAN-HOURS FOR THE HOTEL

Reduction of man-hours: In the previously-employed manual inventory management process, each room took an average of three to five minutes depending on the size of the room. With RFID IMTS, the time spent was reduced to an average of just two minutes. With the implementation of the RFID IMTS, Hotel Clover forecasts improved operational efficiency such that the time taken to track the inventory are being capped at not more than two and a half hours each time, which is about 45% reduction in man-hours on inventory tracking when compared to the previous manual tracking system.