Name of product   : Stor Sentral

Researcher details

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Faculty   : Pejabat Perpustakaan

Cluster/Area of study   : IT

Status of the product   : Prototype

Product description   :

STOR SENTRAL has become a joint project between Center of Information Technology and Office of the Bursar since 2011. Without any additional cost, the system has been identified as a creative and innovative solution to speed up the application process for the use of office supplies within all UniSZA's campuses. This innovative output was developed in respond to the increasing complaints from the users due to the lateness of receiving of office supplies at their hand.

There was no single system to cater the needs in order to record application received from various users. Besides, the stock movement was also manually recorded at the Main Store in respond to every request made by the users. Besides, the absence of staffs to verify every application leads to the lateness problem. Therefore, a system was developed in respond to timeliness issue by considering all of the roots of the causes.

There are five processes of workflow in STOR SENTRAL. Firstly, through staff portal, authorized users need to apply the necessary items with quantity. All of the items offered can be viewed in the catalogue of the STOR SENTRAL. Secondly, the superior staff performs verification in order to validate those items are for official use. Thirdly, the approver at the Main Store performs authorization for respective applications received from each application. Fourth, storekeeper performs packing for the approved items. Finally, user may retrieve the required items at the Main Store.

STOR SENTRAL was proven to speed up the initial period of claim process from 234 minutes to 35 minutes (which equivalent to 83% of reduction) for every application received from City Campus to Gong Badak Campus. The system was also equipped with e-catalogue in order to assist user for planning.

Recently, the application process will be more effective and efficient as compared to the previous. Obviously, STOR SENTRAL is making the process more transparent for

all users due to the fact every application process is monitored accurately. With the introduction of the system, it has exposed ICT-based workforce to the supporting staffs. The system is definitely in line with the call towards e-government as well as supporting green technology. STOR SENTRAL is anticipated to enhance customer satisfaction and thus, it proliferates organizational image. Indeed, a little creativity goes a long way for UniSZA.