

Procurement Management Platform of AoP

Case Providing Department: Laboratory and Technical Management

Office

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1. Background

Prior to adopting this zero-code solution, the internal procurement application process at the School of Pharmacy was highly inefficient, relying primarily on email, WeChat, and verbal communication. Employees had to submit procurement requests via email and then seek approval from leaders sequentially. Managers and Procurement Specialists often had to repeatedly confirm details with applicants offline. Finally, the Procurement Specialist was responsible for placing orders and manually notifying applicants of delivery status offline.

Problems with the original process:

- **Low Communication Efficiency:** The process required repetitive confirmation between applicants, leaders, and specialists. This resulted in an approval cycle of 3 – 5 working days, negatively impacting employee experience and overall work efficiency.
- **Difficult Process Tracing:** Procurement progress was opaque. Applicants found it difficult to track the real-time status of their documents due to numerous information disconnects.
- **Data Silos:** Procurement data was scattered across emails and offline records, making unified statistics and analysis impossible. Managers could not accurately monitor expense outputs for specific research groups or projects in a timely manner, restricting effective budget management and cost control.
- **Prone to Errors:** Manual information consolidation, calculation, and auditing by Procurement Specialists often led to data errors or non-compliance with regulations.

2. Solutions

To address these challenges, we utilized a zero-code platform to build an Online Procurement Management Platform, implementing a comprehensive digital transformation of the School of Pharmacy's procurement process.

- **Online Self-Service Application:** Employees can initiate procurement requests anytime, anywhere via PC or mobile devices. They can conveniently upload quotes, electronic invoices, and other related attachments, creating a unified and accessible entry point for applications.
- **Automated Approval Workflow:** Based on preset rules (e.g., department, usage category), the system automatically pushes procurement request emails to the appropriate approvers (Department Managers, Lab Heads, Procurement Specialists, etc.). Approvers can complete reviews online, significantly improving approval efficiency.
- **Real-Time Status Tracking:** Applicants, approvers, and procurement specialists can view the current status, workflow history, and detailed information of orders in real time, ensuring full-link transparency and traceability of the procurement process.

3. Outcomes and Benefits

Since the launch of the Zero-Code Procurement Management Platform, the School of Pharmacy has seen significant improvements in efficiency and standardization:

- **Significant Efficiency Boost:** The procurement application cycle has been shortened to 1 – 2 working days, representing an efficiency increase of over 60%.

- **Management Value Realized:**

Transparent Management: The fully transparent procurement process has effectively reduced unnecessary communication costs and waiting times, leading to a substantial increase in employee satisfaction.

Data-Driven Decision Making: Managers can utilize dashboards to grasp the status of expenditures in real time, providing accurate data support for budget formulation and cost control.

4. Replicability and Promotion Value

This Zero-Code Procurement Management Platform possesses high replicability and promotion value. Its flexible configuration capabilities make the solution suitable not only for the School of Pharmacy but also for rapid expansion to other colleges and administrative departments within the university. It can be adapted for various business scenarios, such as daily procurement, expense reimbursement, and delivery management. By simply configuring different approval hierarchies and business rules, organizations can significantly lower the threshold and cost of digital transformation.

5. Next Steps

- **Data Visualization Dashboard:** The system will automatically aggregate all procurement data to generate multi-dimensional data reports (e.g., by laboratory category, time period, expense type), assisting managers in budget analysis and cost control.
- **Enhanced Standardization & Compliance:** The system will incorporate built-in validation rules and approval logic to automatically flag and prevent unreasonable purchases, reducing human error and enhancing regulatory compliance.