

Title	Reducing Bureaucratic Inefficiencies by Digitising Contract Buyouts
Organisation	Department of Health and Wellness, Western Cape Provincial Government
Innovation	<p>Manual processing of buyouts is prone to error; are frequently incomplete and require repetitive time-consuming actions. A solution was required to eliminate these challenges. The solution was the digitisation of contract buyouts.</p> <p>Requesters submit the necessary information and justification for buyout requests through a Microsoft Form. The workflow immediately routes the buyout requests to the appropriate Commodity group who can appraise and readily provide a response. Upon approval of the requests, the workflow routes the outcome to the requester and the end-user, the buyout is automatically populated for each request and outcome. By automating the buyout request and approval workflow using Microsoft Forms and Power Automate, this solution enhances efficiency and accuracy. Standardised processes reduce manual intervention, providing real-time audit trail. The Automated Buyout Process is unique due to its integration of Microsoft Forms and Power Automate to create a streamlined, web-based approval system.</p>
Impact	<ol style="list-style-type: none"> 1. The automation of the buyout request and approval process has drastically shortened the time required to complete the approvals. This efficiency is particularly beneficial in scenarios where timely procurement is critical. 2. The system's automated nature has reduced the incidence of errors that were common in the manual process. This has not only improved the overall accuracy of the procurement process but has also led to better decision-making based on reliable data. 3. The system has improved compliance with financial policies which has prevented irregular expenditures. 4. The system's capacity to manage high volumes of requests without additional administrative burden has been a key factor in optimising resource allocation. 5. The automatic generation of audit trails for each request has significantly enhanced accountability. This feature ensures that every action taken during the buyout process is recorded, making easier to track and report on the buyout statistics. As a result, reporting has become more accurate and accessible, further contributing to the transparency of th