

The Singapore Institute of Management (SIM) is an independent professional membership organisation founded in 1964 with the mission of helping to enhance managerial and organisational effectiveness in Singapore. Over the years, SIM expanded its role and scope beyond management development to become the leading human resource development organisation in Singapore.

Quality and excellence have always been at the top of SIM's agenda. In 1993, SIM was the first educational and training institute in Asia to be awarded the PSB ISO 9002 certification for its management and delivery of programmes and services. The institute scored another significant milestone in 1999 by becoming the first educational and training institute in Singapore to achieve the People Developer Standard, an award that recognises its commitment to staff development. This is an important achievement as it affirms SIM's reputation as a people developer organisation.

Our Solution

As part of SIM's efforts to provide better service to its students and professional members, SIM is actively embarking on an Internet strategy to enable anytime, anywhere access and self-service administration for its various programmes. Firium was an integral part of this process as it was the technology vendor selected to partner SIM in initiating this programme, starting with the Open University Degree Programme (OUDP) division's Electronic Course Registration System (e-CRS). The e-CRS enabled students registering for the following academic year's courses offered by OUDP to do so via the Internet, as opposed to a paper-based manual process that was time-consuming, error-prone and subject to higher administration costs.

Business Benefits

With the e-CRS, students were able to register their course preferences online anytime and anywhere, allowing time-poor professionals the flexibility and accessibility they badly needed. With the e-CRS in place, SIM students registering for OUDP courses now benefit from increased flexibility, reduced processing times, and greatly reduced manual error corrections. Similarly SIM staff administering the OUDP programme are now faced with much less hassle in administering the course registration exercise, and are freed up to focus on greater value-added activities.