

MINISTER'S VALUE-FOR-MONEY ACHIEVEMENT AWARD



MERIT AWARD

FASTER. BETTER. EASIER WITH AI AND DIGITALISATION

CAAS AI Bots – Finance Genie



FinSpark
Finance Genie

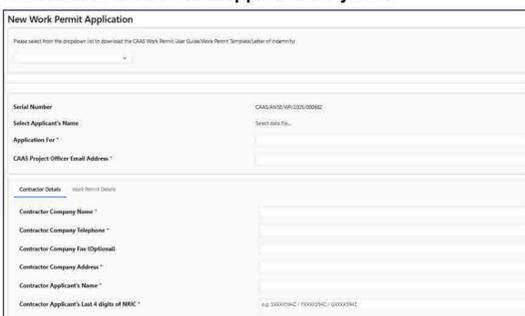
Finance Genie is on SkyDesk
With SkyDesk going Live today, our Finance Genie has found a new home!

What Finance Genie can do for you

- Answer queries on policies set out in the Finance Manual (FM) and Instruction Manual (IM) on Procurement
- Generate Procurement titles

Use Finance Genie. It's easier, faster, better.

CAAS ANSE Work Permit Application System



New Work Permit Application

Please click from the dropdown list to download the CAAS Work Permit User Guide/Work Permit Template/Letter of Intent/...

Serial Number: CAAS/ANSE/WRP/2025/000002

Select Applicant's Name: Select one file...

Application Fee: *

CAAS Project Officer Email Address: *

Contractor Details: Work Permit Details

Contractor Company Name: *

Contractor Company Telephone: *

Contractor Company Fax (Optional): *

Contractor Company Address: *

Contractor Applicant's Name: *

Contractor Applicant's Last 4 Digits of NRIC: *

Contractor Applicant's Designation: *

Other CAAS AI Bots – HRConnect AI Chatbot and Learn@SAA



HRConnect AI Chatbot

Hello! I am your assistant. Ask me questions about HR policies and I will try my best to answer accurately, please provide as much information as possible for context in your question for more accurate responses. Please keep in mind that I am still learning and might make mistakes.

Learn@SAA
Explore a comprehensive range of internationally recognised aviation training programmes offered by Singapore Aviation Academy

PROJECT TEAM



Chen Jiarong	Team Co-Leader
Maurice Ang	Member
Clarey Liow	Member
Joanne Low	Team Co-Leader
Shirley Yeo	Member
Cassandra Lee	Member
Chia Sin Yee	Team Co-Leader
Leong Mei Yin	Member
Alvin Kong	Member
Lim Si Yi	Member
Chua Zi Ying	Member
Voon Ming Wei	Member
Loh Kam Cheong	Member
Daniel Tan	Member
Norhanim Mohd Tayib	Member
Chong Jing Kang	Member
Kwok Fang Jie	Member

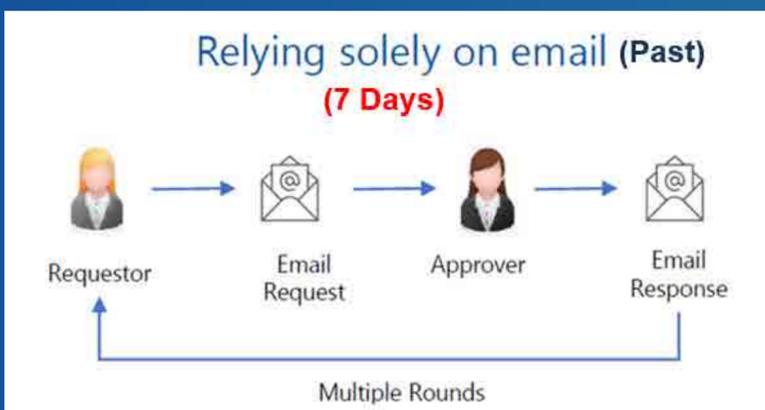
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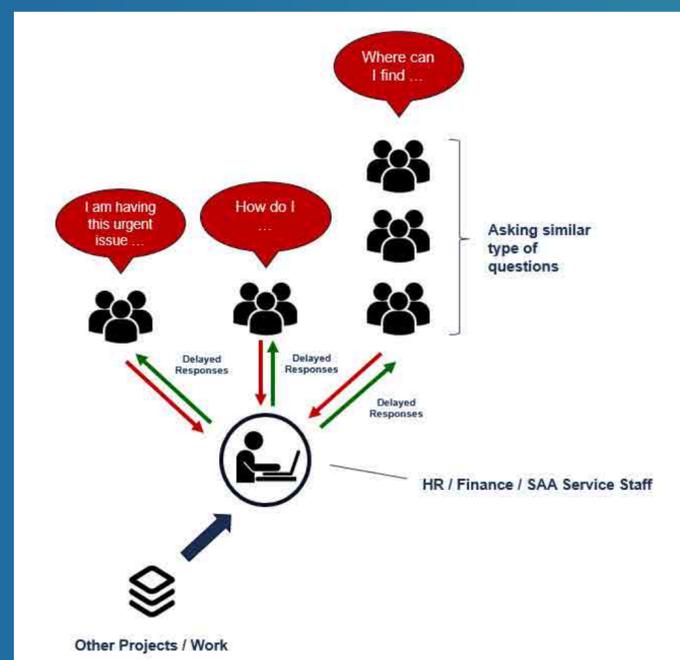
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NEED FOR PROJECT



- The preparation and approval of Work Permits relied on multi-threaded emails, leading to confusion, delays and lack of visibility.
- Each permit required coordination across 13 teams, with a 7-day approval cycle and substantial staff time spent on routine administration.

- Over 450 routine service queries per month overwhelmed limited staff resources, resulting in slow, inconsistent and sometimes non-compliant responses.



PROBLEM STATEMENT

Need to find good solutions to the operational inefficiencies from manual and inefficient processes, the delays and poor visibility from email-based workflows, and the high volumes of routine queries that overwhelmed limited staff resources and resulting in slow responses and diverting attention from strategic work.

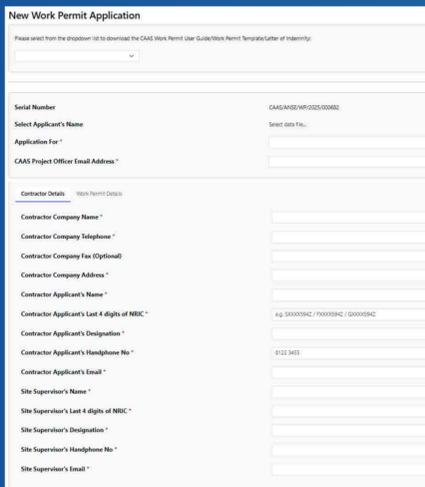
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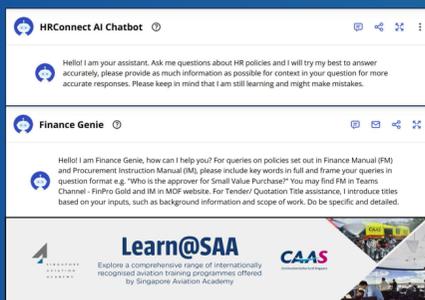
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SOLUTION



Case Study 1:

- In-house developed permit portal, leveraging on Workflow architecture, provides live status tracking and replaces email-based workflow to cut submission and approval time.



Case Study 2:

- Implemented AI-powered assistants (HRConnect, Finance Genie, Learn@SAA, LMS Evaluation Assistant) to handle routine queries and support staff and users.

SOLUTION STATEMENT

Streamlined operations by digitalising workflows and deploying AI assistants to automate routine tasks.

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IMPACT

Work Permit Search

Serial Number	CAAS Project Office	Contractor Company Name	Contractor Project Officer	Contractor Project Office Telephone Number	Work Permit From	Work Permit To	T&E Estimated Date	2nd Estimated Date	3rd Estimated Date	Location 1	Location 2	Location 3	Location 4	Location 5
CAAS\ANSE\WP\2025\005601	Emran MARIKANI	ENGE Services Singapore Pte Ltd	Ethan Dahir	8138 4372	15 Nov 2025	13 Jan 2026	N/A	N/A	N/A	SINGAPORE AIR TRAFFIC CONTROL CENTRE (SATCC)	NA	NA	NA	NA
CAAS\ANSE\WP\2025\005676	Safiq ABDUL RAHMAN	Ceris Technology (Singapore) Pte Ltd	Muhammad Sultan Bin Samrui	91276993	10 Nov 2025	31 Dec 2025	N/A	N/A	N/A	CHANGI EAST TOWER (R3T)	NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE
CAAS\ANSE\WP\2025\005675	Safiq ABDUL RAHMAN	Ceris Technology (Singapore) Pte Ltd	Muhammad Sultan Bin Samrui	91276993	10 Nov 2025	31 Dec 2025	N/A	N/A	N/A	CHANGI RAMP CONTROL TOWER (R3CT)	NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE
CAAS\ANSE\WP\2025\005673	Wee Sang LIM	REC Services Pte Ltd	Thani Kok Seng	81991538	17 Nov 2025	31 Dec 2025	N/A	N/A	N/A	SINGAPORE AIR TRAFFIC CONTROL CENTRE (SATCC) LORADS 3	SINGAPORE AIR TRAFFIC CONTROL CENTRE (SATCC) LORADS 2			
CAAS\ANSE\WP\2025\005672	King Yew TAN	Thales ATM Pte Ltd Singapore Branch	Adam Wilson	90178229	03 November 2025	28 February 2026	N/A	N/A	N/A	Ramp Tower	Ramp Tower	Ramp Tower		
CAAS\ANSE\WP\2025\005671	King Yew TAN	Thales ATM Pte Ltd Singapore Branch	Adam Wilson	90178229	03 November 2025	28 February 2026	N/A	N/A	N/A	Chang Control Tower	Chang Control Tower	Chang Control Tower		
CAAS\ANSE\WP\2025\005666	Yuel FOO	NATS SERVICES (ASIA PACIFIC) PTE LIMITED	LI MINGLUN	93394628	1-Nov-25	31-Dec-25	N/A	N/A	N/A	CAAS EQUIPMENT BUILDINGS WITHIN PASSENGER TERMINAL BUILDING 2 (PTB2)	CAAS EQUIPMENT BUILDINGS WITHIN PASSENGER TERMINAL BUILDING 2 (PTB2)	Runway 1 ILS GLIDE PATH (NORTH) (R1LD)	NOT APPLICABLE	NOT APPLICABLE
CAAS\ANSE\WP\2025\005666	Mu Niam KASASANI	IT Engineering Unmanned & Integrated Systems Pte Ltd	Kai Peng Chuan	98895989	03-Nov-2025	31-Dec-2025	N/A	N/A	N/A	SINGAPORE AIR TRAFFIC CONTROL CENTRE (SATCC) - LORADS II	SINGAPORE AIR TRAFFIC CONTROL CENTRE (SATCC) - LORADS II	NOT APPLICABLE	NOT APPLICABLE	NOT APPLICABLE
CAAS\ANSE\WP\2025\005662	Meng Hui LIM	Peris-Ocean Construction Co. Ltd	Kabunro Ohta	8182 8156	03 Nov 2025	31 Jan 2026	N/A	N/A	N/A	SATCC - ESS 1	SATCC - External Compound			
CAAS\ANSE\WP\2025\005655	Safiq ABDUL RAHMAN	Sam Engineering Pte Ltd	Pang Wei Seng	9338 8903	17 Nov 25	31 Dec 25	N/A	N/A	N/A	Runway 2 ILS (H) & ILS (building)	Runway 3 ILS (H) & ILS (building)	Runway 3 Annex Building		

Hello! I am Finance Genie, how can I help you? For queries on policies set out in Finance Manual (FM) and Procurement Instruction Manual (IM), please include key words in full and frame your queries in question format e.g. "Who is the approver for Small Value Purchase?" You may find FM in Teams Channel - FinPro Gold and IM in MOC website. For Tender/ Quotation Title assistance, I introduce titles based on your inputs, such as background information and scope of work. Do be specific and detailed.

Are membership subscriptions considered procurement?

According to **Procurement IM Stage 4 - Sourcing**, the classification of membership subscriptions depends on the nature of the subscription:

- Membership subscriptions to professional bodies, places of interest, etc.:**
 - These are considered procurement if the contract is entered into by the Government Procuring Entity (GPE). Procurement rules will apply in such cases.
 - GPEs can procure such memberships via **Direct Contracting**, provided it meets the grounds for limited tender/quotation as set out in S4 R13.1.
- Membership applications to intergovernmental organisations (e.g., World Trade Organisation, ASEAN, World Health Organisation):**
 - These are **not considered procurement** because there is no purchase of goods or services involved. Instead, these are fees or contributions made as part of member accession procedures. Hence, procurement rules do not apply.

For further reference:

- Membership subscriptions to professional bodies: **S4 FAQ 13.9**
- Membership applications to intergovernmental organisations: **S4 FAQ 13.10**

- Improved processing times by at least 70%, raising manpower productivity significantly.
- Generated solutions that are scalable for other divisions in CAAS to utilise on.
- Improved consistency and reduced risk of lapses in governance and non-compliance.
- Cost savings: $\geq \$500,000$ annually.

OUTCOME STATEMENT

Tapping on AI and digitalisation to improve productivity without compromising accuracy and consistency, at zero incremental cost.