2017 Performance Improvement Report

STRATEGIC PRIORITY

3. Improve efficiency and decision-making

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| **Project Name** | | | |
| Automation of Human Resources (HR) letters & certificates | | | |
| **Site** | | **Department** | |
| Riyadh | | Employee Relations - Personnel | |
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| **Project Status** | **Project Start Date** | | **Project End Date** |
| Completed | 01-01-2017 | | 09-30-2017 |

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| **Problem:** Why the project was needed?  Employee Relations (ER) Section receives huge number of manual request of letters and certificates. Generating manual letters has a high tendency of human error; it consumes a lot time and resources as well as waiting time. This project was initiated to minimize resources, time, cost and effort for both employees and HR representatives. | **Aims:** What will the project achieve?  Decrease the number of steps in the generation process of HR letter / certificates, at least by 30%, through the automation of this process before the end of 2017. |
| **Benefits/Impact:** What is the improvement outcome?  *(check all that apply)*  Contained or reduced costs  Improved productivity  Improved work process  Improved cycle time  Increased customer satisfaction  Other (please explain)  Click or tap here to enter text. | **Quality Domain:** Which of the domains of healthcare quality does this project support?  *(Select only one)*  **Efficient** |

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| |  |  | | --- | --- | | **Measures:** Performance metrics to be evaluated | **Targets:** Expected outcomes | | HR Letter Generation Process Steps (Number) | At < 30% | |
| **Interventions:** Overview of key steps/work completed  Nine (9) letters out of fifteen (15) letters has been automated in HR Professional Screen while the other six (6) letters were already available in Employee Self-Services screen. |
| **Results:** Insert relevant graphs and charts to illustrate improvement pre and post project  *(insert relevant graphs, data, charts, etc.)*    5 Steps in the old practice  2 steps in the new practice    The decrease in steps is: 100-((2/5)\*100) = 60% (exceeding the target of 30%) |

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| **Project Lead** | **Team Members** |
| **Name**  *(person accountable for project)* | **Names**  *(persons involved in project)* |
| Raed AlRasheed, Manager, Employee Relations Section, Personnel Department, Human Resources Services Division-Riyadh | - Huda Alshehri**,** Senior Employee Relations Representative, Employee Relations Section, Personnel Department, Human Resources Services Division-Riyadh  - Employee relations team. |