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[x]  Improved cycle time[x]  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% |

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| **Interventions:** Overview of key steps/work completedNine (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 practice2 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. |