



Strategic Priority: **SP2- KFSH&RC Experience**

Project Name

Enterprise Resource Planning System Upgrade

Site

Corporate

Department

HITA Business Informatics

Project Status

Completed

Project Start Date

10-15-2017

Project End Date

08-05-2018

Problem: Why the project was needed?

Optimize efficiency and improve user experience by introducing new features, are one of our main objectives in Healthcare Information Technology Affairs (HITA). Therefore, this project was selected to increase the percentage of customer satisfaction by implementing new features in Enterprise Resource Planning System.

Aims: What will the project achieve?

To increase the percentage of customer satisfaction to be above 55% thru implementing new features in Enterprise Resource Planning System by May 2018 and sustain it for 6 months.

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

Measures: Performance metrics to be evaluated

Percentage of customer satisfaction

Targets: Expected outcomes

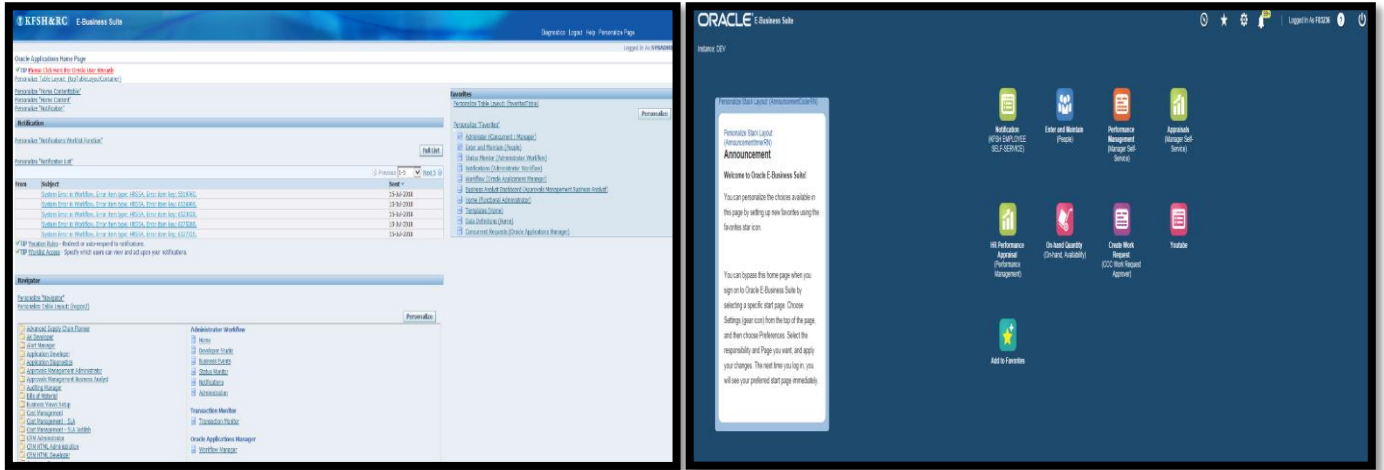
>55%

Interventions: Overview of key steps/work completed

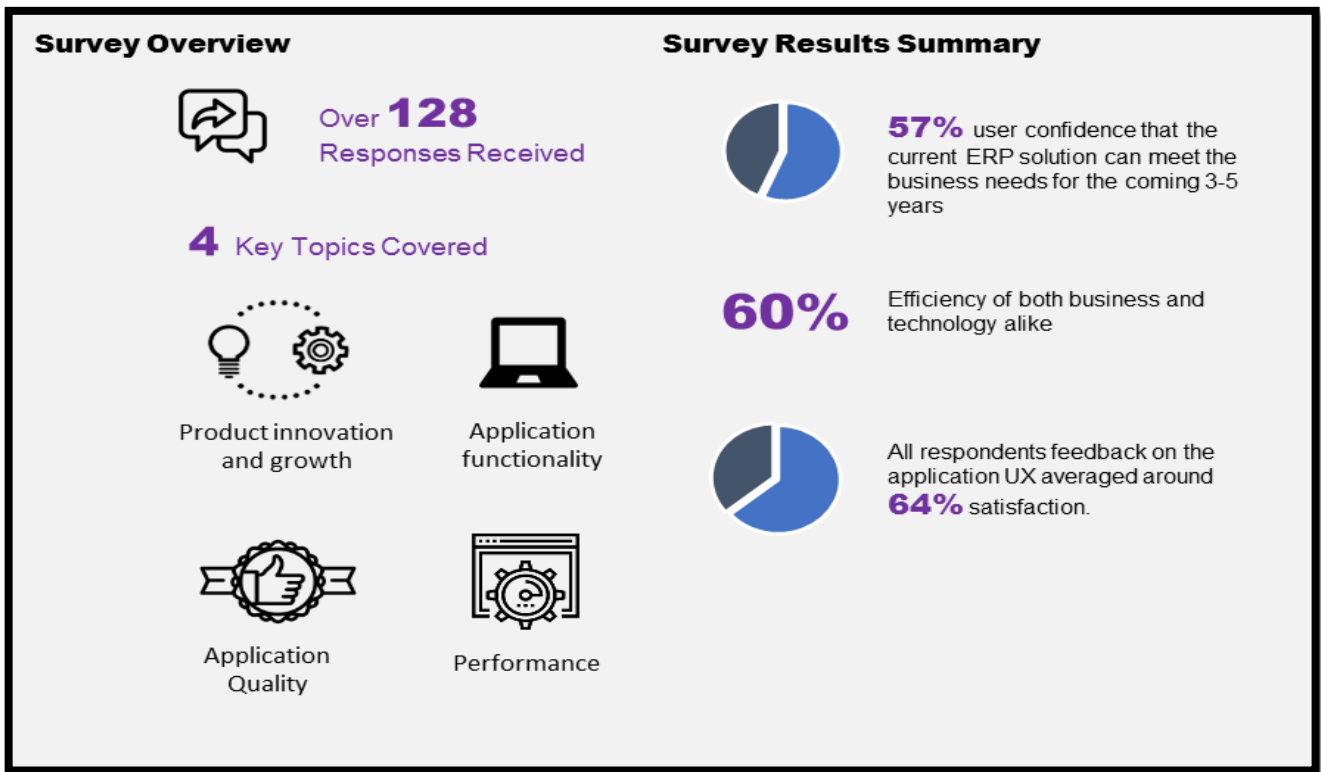
- Build performance dashboard.
- Upgrade code level to meet the latest released version.
- Redesign operation workflows.
- Introduce new features.
- Educate end user with the newly introduced features using video technology.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
 (insert relevant graphs, data, charts, etc.)

➤ **Enterprise Resource Planning System (Before & After PI Project):**



➤ **Percentage of customer satisfaction After PI Project Implementation:**



Project Lead

Name
 (person accountable for project)
 Misfer Mubarak Al Dossary
 Head, Business Informatics

Team Members

Names
 (persons involved in project)
 Nasser Aldalaan [22458]
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