مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

Project Name
Automation of Human Resources (HR) letters & certificates

Site	Department
Riyadh	Employee Relations - Personnel

Project Status	Project Start Date	Project End Date
Completed	01-01-2017	09-30-2017

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

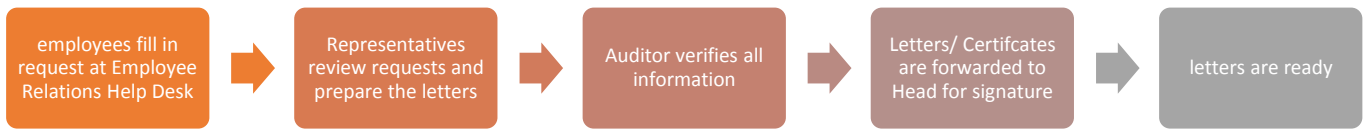| Measures: Performance metrics to be evaluated	Targets: Expected outcomes
HR Letter Generation Process Steps (Number)	At < 30%

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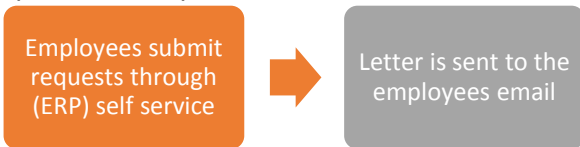
Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)

5 Steps in the old practice

| employees fill in request at Employee Relations Help Desk | → | Representatives review requests and prepare the letters | → | Auditor verifies all information | → | Letters/ Certifcates are forwarded to Head for signature | → | letters are ready |

2 steps in the new practice

| Employees submit requests through (ERP) self service | → | Letter is sent to the employees email |

The decrease in steps is: 100-((2/5)*100) = 60% (exceeding the target of 30%)

Project Lead	Team Members
Name	**Names**
(person accountable for project)	*(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.