



Strategic Priority: **SP3- Organizational Sustainability**

**Project Name**

Enhance Business Writing Skills for Administrative Staff

**Site**

Riyadh

**Department**

Education Allied Health Programs Department-T&D

**Project Status**

Completed

**Project Start Date**

09-25-2018

**Project End Date**

09-27-2018

**Problem:** Why the project was needed?

Deficiencies in writing emails, letters, and memos were major hindrances for Admin staff and it was expressed and pointed out by many managers. Therefore, this project was selected, to optimize staff efficiency and improve employee's writing skills.

**Aims:** What will the project achieve?

To increase Scoring rate of business writing skills for Admin staff by  $\geq 60\%$  from baseline by end of September, 2018.

**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)*

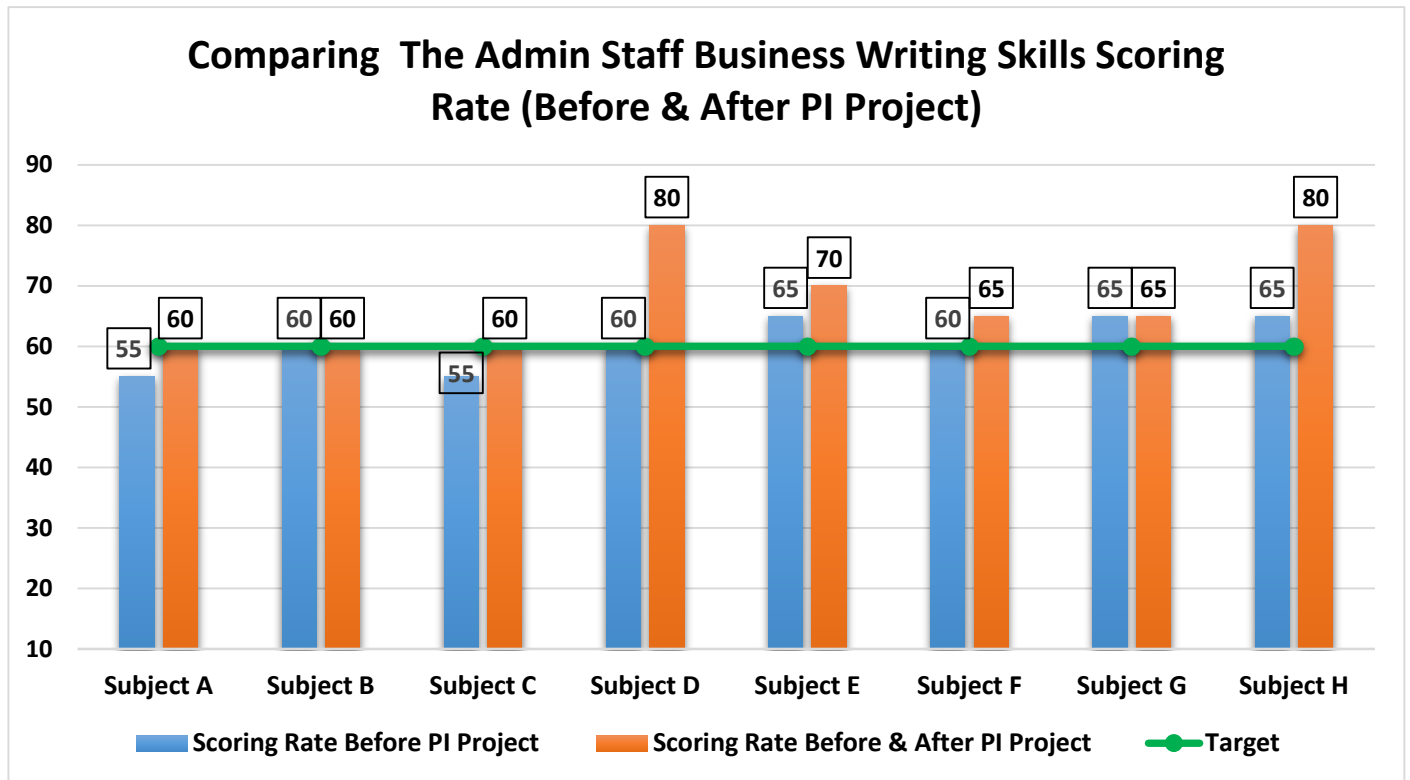
**Efficient**

<b>Measures:</b> Performance metrics to be evaluated	<b>Targets:</b> Expected outcomes
Scoring rate of business writing skills for Admin staff	$\geq 60\%$

**Interventions:** Overview of key steps/work completed

- Develop a customized workshop objectives and content to address immediate needs of the Admin Staff enrollees.
- Upgrade the Training and Development Computer Lab.
- Create an assessment tool to capture business writing skill improvement.

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



**Project Lead**

**Name**

*(person accountable for project)*

Mr Eric Woods

**Team Members**

**Names**

*(persons involved in project)*

Ms. Eman Algaai

Ms. Amina Gaddourah