



Strategic Priority: **SP3- Organizational Sustainability**

Project Name

Enhance Registration and Completion of Business Writing Workshop

Site

Riyadh

Department

Education Allied Health Programs Department-T&D

Project Status

Completed

Project Start Date

07-01-2018

Project End Date

09-27-2018

Problem: Why the project was needed?

There has been a need for a training course/workshop on Writing emails, letters, and memos in proper business English language all over the organization; however, registration to those workshops was very low regardless the huge need expressed by many managers.

Aims: What will the project achieve?

Increase registration and completion of Business Writing workshop by > 50% among Admin staff by 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)

Effective

Measures: Performance metrics to be evaluated

1. # Registered Admin Staff
2. # Staff who completed the workshop

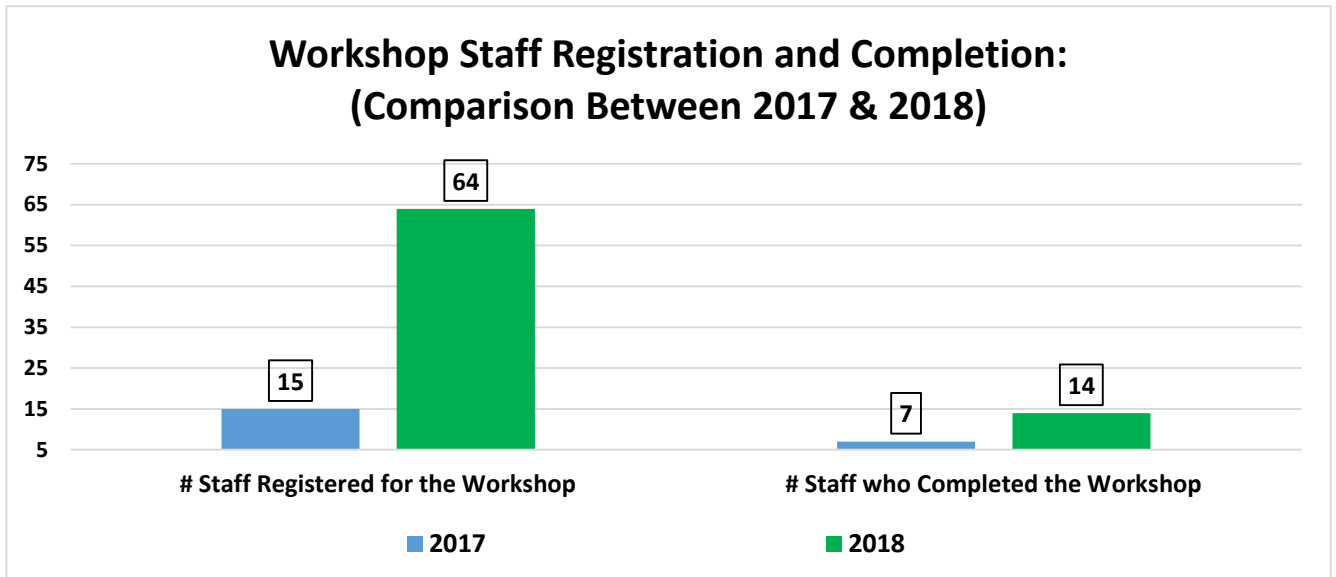
Targets: Expected outcomes

1. At least 15
2. At least 14

Interventions: Overview of key steps/work completed

- Increase promotional activities by announcing for the workshop at least one month in advance.
- Create an efficient waiting list technique.

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)

Ms. Amina Gaddoura

Team Members

Names

(persons involved in project)

Mr. Eric Woods

Ms. Eman AlGai