



Project Name

Returned for Correction Transactions

Site

Riyadh

Department

Human Resource Services

Project Status

Completed

Project Start Date

02-09-2017

Project End Date

12-30-2017

Problem: Why the project was needed?

Due to diversity of benefits transaction, different related policies & procedures and lack of clear guideline /procedures to abide, benefits staff are always vulnerable to commit unintentional mistakes with financial impact. Therefore, this project was selected to encourage HRS employees to be in compliance with all policies and procedures; this will save financial loss due to human error.

Aims: What will the project achieve?

To decrease the total number of “returned for correction” transactions below 8% by 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

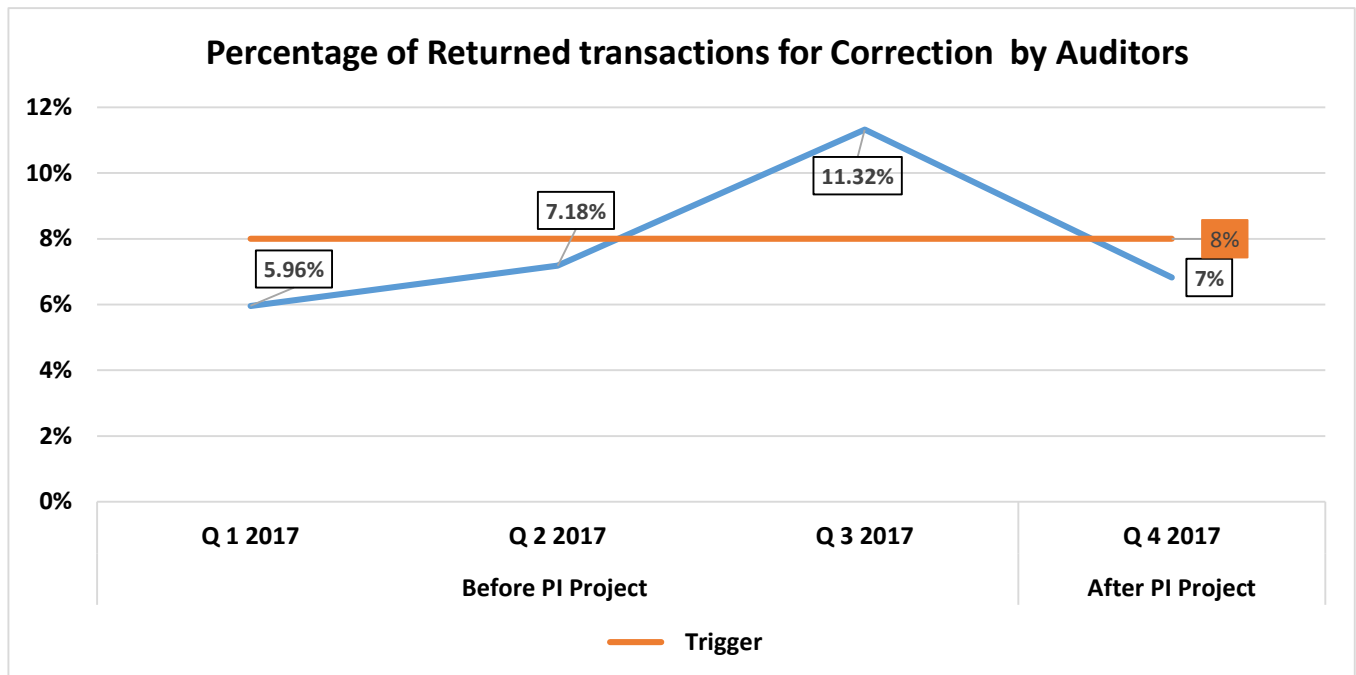
Measures: Performance metrics to be evaluated	Targets: Expected outcomes
Percentage of “Returned for correction” transaction	below 8%

Interventions: Overview of key steps/work completed

- Collect all related information to each transaction to take knowledge based actions.
- Develop audit tools and compare existing policies to current practice.
- Revision of policies when deemed necessary.

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

Quarters (2017)	Total Number of returned for correction transactions	Total Number of audited transactions within the set period of time	Percentage of "Returned for correction" transactions
Before PI Project Implementation			
1st Quarter 2017	134	2248	5.96%
2nd Quarter 2017	203	2826	7.18%
3rd Quarter 2017	205	1811	11.32%



Project Lead

Name

(person accountable for project)

Iatesam Albokhary

Team Members

Names

(persons involved in project)

Abu el gasim Ali Mousa
 Sarah Alabdullah