



Project Name

Expediting the Permit-To-Work (PTW) Issuance and Closure

Site

Jeddah

Department

Safety and Security Department / Safety Section

Project Status

Completed

Project Start Date

02-06-2018

Project End Date

12-31-2018

Problem: Why the project was needed?

Based on 2017 data, only 40.57 average closure rate was achieved and the average issuance time was 1 working day.

Aims: What will the project achieve?

1. The goal of this PI Project is to expedite the issuance of permits from 1 working day to 2 hours and improve the closure rate from 40.57% during 2017 to 80% by 31 December 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)

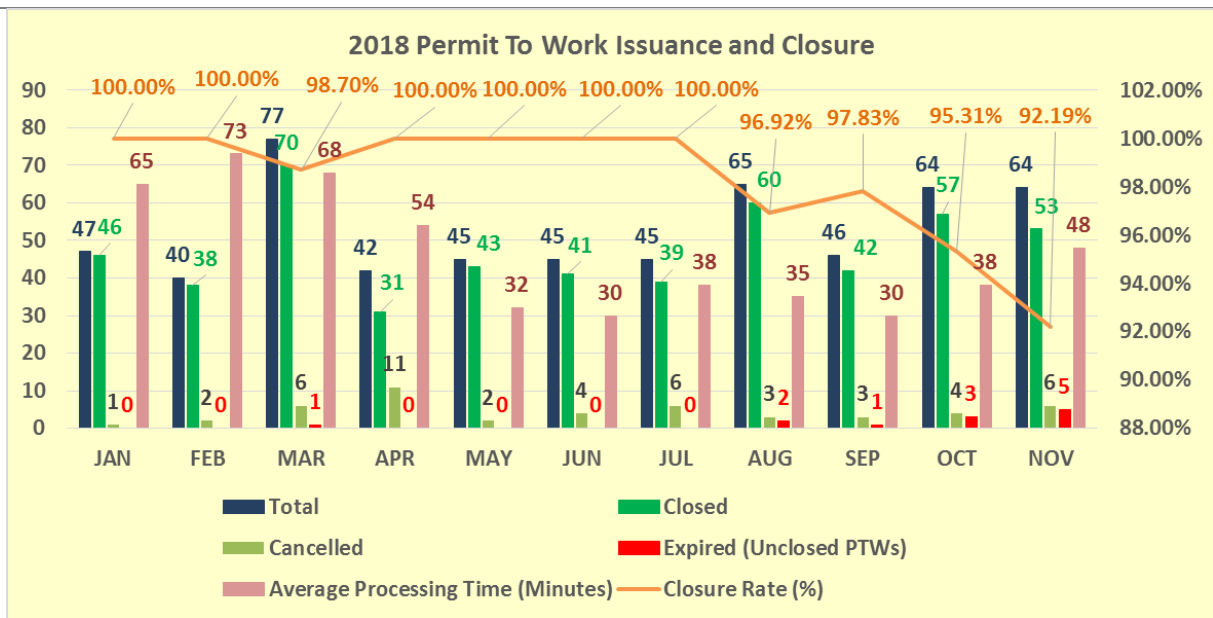
Timely

Interventions: Overview of key steps/work completed

- The success of the project is attributed to the following:
 1. During the second month of the project, approval of permits was re-structured (Permits were processed from manual handwriting procedure to PDF processing, thereby cutting a significant amount of time for issuance).
 2. Obtaining signatures for approval were re-structured as well. To lessen processing time, a scanned copy of signed documents from the requester may be submitted to the Safety and Security Department through email. In return, approved permits were emailed back to the requesters.
 3. A PTW tracking form was created to indicate expired permits on a weekly basis. Follow up with the requesters who have expired permits became easy.
 4. As a matter of consideration for big projects, extensions to expired permits were also granted; eliminating the need for requesting for a new one.
 5. Issuance of new permits might be denied to requesters who are not closing expired permits on time.
 6. Permit To Work was launched on the Services Hub as of the last week of November.

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)
Jesse Fernandez Jr

Team Members

Names

(persons involved in project)
Hadeel Ghurab (QM facilitator)
Arnel Umali
Khaled Basett
Sultan Attar
Bedor Hafiz