



Project Name

Improve clean linen delivery Turn Around Time (TAT)

Site

Jeddah

Department

Laundry Operations

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

09-30-2018

Problem: Why the project was needed?

The clean linen delivery Turn Around Time (TAT) was 10 hrs, which is not meeting staff expectations and patient's needs.

Aims: What will the project achieve?

To reduce the clean linen delivery Turn Around Time (TAT) in the morning shift from 10 hours to 7 hours 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)

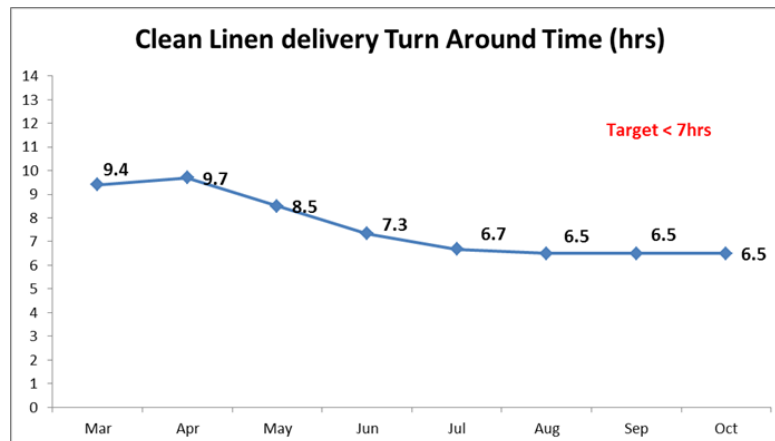
Timely

Interventions: Overview of key steps/work completed

- One staff was assigned for the delivery of clean linen.
- The flow of clean linen delivery was changed considering units with high demands.
- The start of linen delivery time was changed from 7am to 5:30am.
- The time of delivery was selected as one of the laundry measures to identify any delays.
- Linens in stock were increased to meet the operational needs.

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)*

Abdulgafoor Abdhulla

Team Members**Names***(persons involved in project)*

Samer Dardas (QM Facilitator)

Jufrullah Shaikh

Shafi Mohammed

Feras Al-Jehani

Hussain Baig Mogal

Walid Al-Sayed

Mervin Dale Sanz

Alfredo Reyes

Roland Anthony Malveda

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