



Project Name

Reduce Resident Complaints Related to Air Conditioner's (AC)

Site

Jeddah

Department

Housing services

Project Status

Completed

Project Start Date

02-01-2018

Project End Date

08-31-2018

Problem: Why the project was needed?

As per Amoudia village residents satisfaction Survey findings revealed that the old and defective AC's at Amoudia have become #1 problem among the residents. Due to ACs age, their spare parts are no longer available in the market, which makes repairing them difficult and sometimes impossible.

Aims: What will the project achieve?

To Improve Amoudia village Residents Satisfaction by decreasing the number of Service desk requests for maintenance from 1775 to less than 500 requests by end of Aug 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)

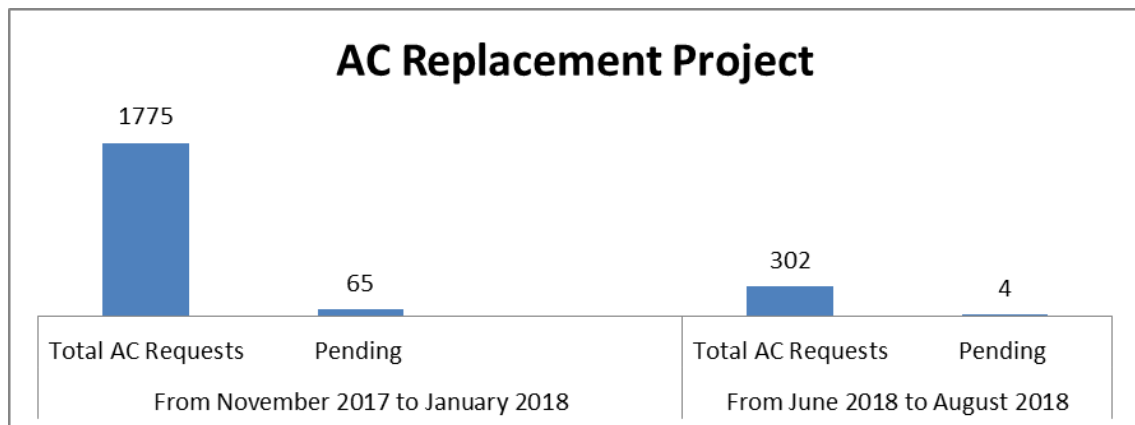
Patient Centred

Interventions: Overview of key steps/work completed

- Replaced 1000 AC's in Amoudia compound in family and single female's area.

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)

Khalid Alrashidi

Team Members

Names

(persons involved in project)

Samer Dardas (QM facilitator)

Abdulelah Fallata

Nura Alkhateeb

Hassan Halawani

Faisal Fallata

Abdullah Jahdalee

Abdulahkim Alshehri

Abdulaziz Al-Shareif

Gendor Allan Calabon