



Project Name

Reduce the Cancellation Rate of External Activities (Conferences, Symposia, workshops, Courses).

Site

Jeddah

Department

Academic & Training Affairs, CME Section

Project Status

Completed

Project Start Date

01-01-2018

Project End Date

02-13-2018

Problem: Why the project was needed?

Event Cancellation has significantly increased in 2016. Sixteen (16) out of the proposed Twenty Four (24) Events were canceled with a cancellation rate of 66.67%. Previous years have also shown alarming data e.g. 2014 Cancellation Rate was 50%.

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.

Aims: What will the project achieve?

Reduce the Cancellation Rate of External Activities (Conferences, Symposia, workshops, Courses) from 66.67% of proposed events in 2016 to 20%

Quality Domain: Which of the domains of healthcare quality does this project support?

(Select only one)

Efficient

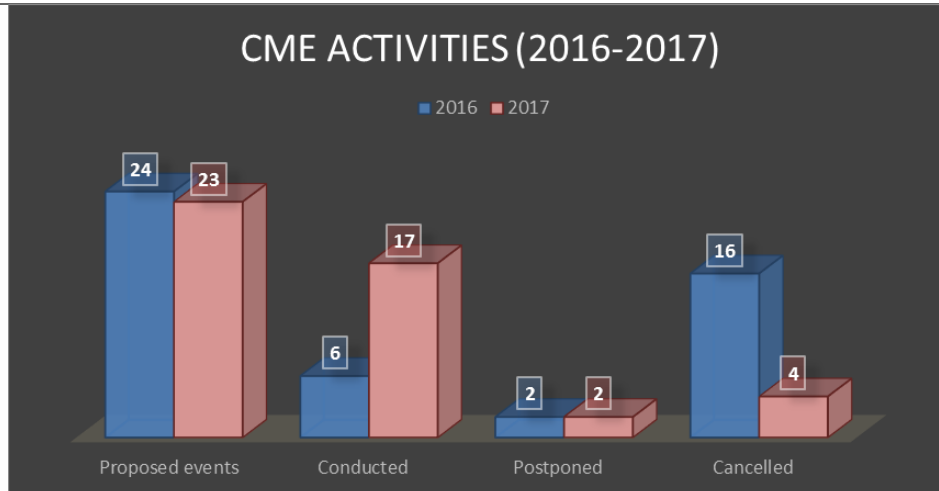
Interventions: Overview of key steps/work completed

- Late proposal submission and cancellation of events should go through COO for approval.
- A clear process charts were prepared and impeded in the IPP to help eliminate any ambiguities when it comes to the process of proposing and conducting education events.
- ATA financially shouldered the events in which the organizing department could not raise fund.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project

(insert relevant graphs, data, charts, etc.)

Year	Proposed events	Conducted	Postponed	Cancelled	Cancellation %
2016	24	6	2	16	66.67%
2017	23	17	2	4	17.39%



Project Lead**Name**

(person accountable for project)

Hamsah Alkamli

Team Members**Names**

(persons involved in project)

Ibrahim Qoulaghasi (QM facilitator)

Azad Godus

Faten Bamokrah