



**Project Name**

Reduce Turnaround Time (TAT) for Letter Motion, In Contract Services.

**Site**

Jeddah

**Department**

Contracts Services Department

**Project Status**

Completed

**Project Start Date**

04-15-2018

**Project End Date**

10-31-2018

**Problem:** Why the project was needed?

Based on our collected data for the correspondence documentation between Contracts Services Department Jeddah and the Chief Operating Officer office (COO), we have discovered a variation between the time frame of the sent documents TAT from one day to ten days (average four days in 2017).

**Aims:** What will the project achieve?

Increase percentage of completed letter motion between Contracts Services Department and COO office in three days to at least 80% by October 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)

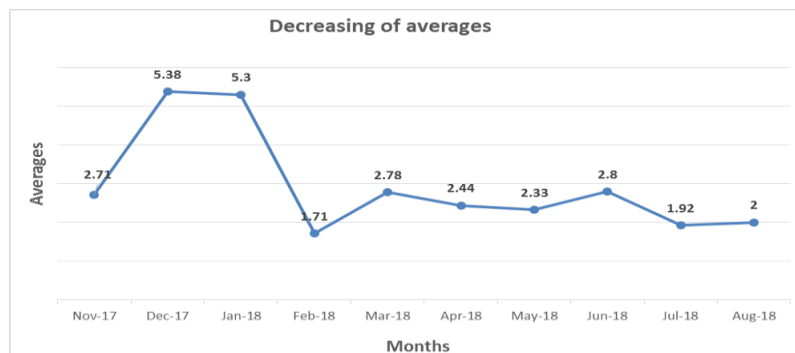
Timely

**Interventions:** Overview of key steps/work completed

- Data were collected to monitor the average time and
- The goal was to decrease the average time form (4) days to (3) days.
- Collecting data was continued and an Access Program was done, in order to monitor the result easily and print the report.
- Month by month, the average were decreasing and we reached (2.95) which is more than the target for all the months since we started collecting the data from November 2017 until the end of August 2018.
- We monitored the data month by month, we have collecting data for (10) months, (8) months out of them are obtaining more than required, the required is (3) days and we have (8) months of average less than (3) days.

**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)*

Amal Qurban

**Team Members****Names**

*(persons involved in project)*

Nour Al-Attas (QM Facilitator)

Mutaz Alghamdi

Abdulrahman Al-Amoudi

Aseeel Alfelembani

Rakan Alharbi

Haytham Alharthi