



**Project Name**

Reducing the number of changes in Graphic Designing requests.

**Site**

Jeddah

**Department**

Academic & Training Affairs, CME Section

**Project Status**

Completed

**Project Start Date**

06-01-2017

**Project End Date**

06-30-2018

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

This project is chosen due to the workload caused by numerous changes to the original Graphic Design request. In the first quarter of 2017 it was noticed that there are excessive number of changes requested after the original GD application is submitted. This was due to of not having a standardized policy and process with changes limitation that is well known to the requester

**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)

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

Standardize the process of Graphic Design and create a clear policy which will lead to Increasing the compliance Rate to 80%.

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

(Select only one)

**Efficient**

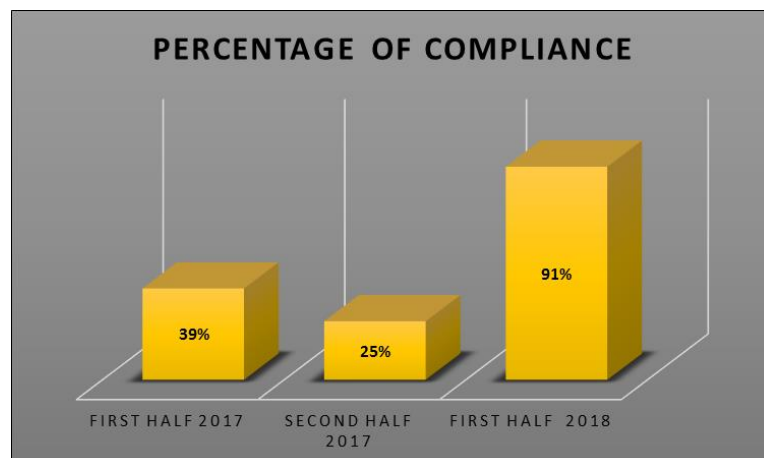
**Interventions:** Overview of key steps/work completed

- Designed a flowchart with all requirements to streamline the process for to the Graphic Design request.
- Due to customers' need, number of allowed changes were increased to 5 changes which suites both the customers and ATA will be
  - 2 for the design overall.
  - 3 for the text editing.
- Sent an email for staff when requesting for Graphic Design artwork with the flowchart, instructions and amount of allowed changes.

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

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

Year	# of Requests	Compliance	Percentage of Compliance
First Half 2017	28	11	39%
Second Half 2017	20	5	25%
First Half 2018	22	20	91%



**Project Lead****Name**

*(person accountable for project)*

Hamsah Alkamli

**Team Members****Names**

*(persons involved in project)*

Noor Al-Attas (QM facilitator)

Azad Godus

Samiya Mufti

Rahila Jabeen Allah Baksh

Hanadi Mohammad Subaih