

Background

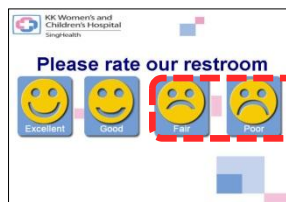
Patients commented that the women's restroom in KK hospital looks worse than coffee shop toilet and it looks like it hasn't been cleaned for weeks. We were very embarrassed by the feedback and believes that such hygiene standards cannot be tolerated especially in a hospital setting. Hence, the team aim to improve the hygiene, cleanliness of the restrooms and ultimately satisfaction level of the users.



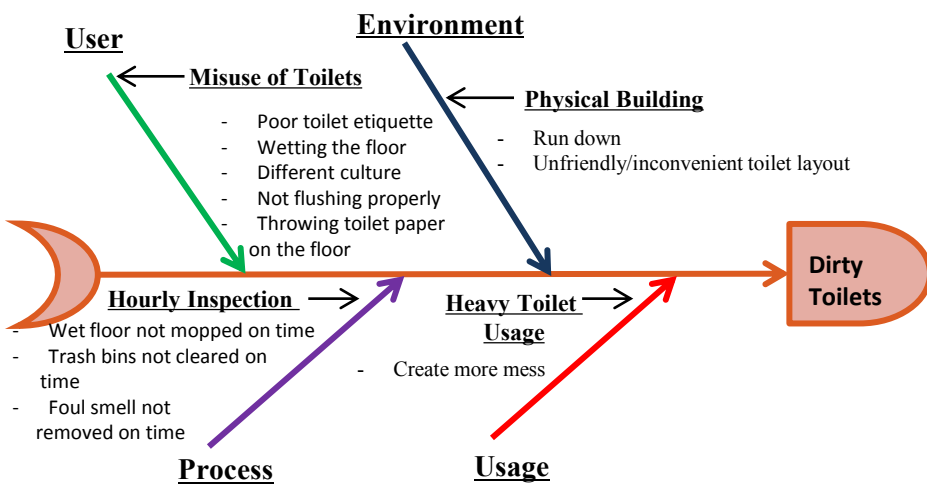
Solutions

| No | Possible Improvements in Process | Feasibility |
|----|---|---|
| 1 | Increase frequency of checks by Housekeeper (1/2 hourly) | <ol style="list-style-type: none"> Housekeeper will have a very tight schedule should she is required to check on all toilets every ½ hour. Productivity will decrease. |
| 2 | Increase manpower – permanent housekeeper for each toilet | <ol style="list-style-type: none"> Increase of manpower cost. Recruitments is tough for just toilet cleaning. People are shunning away from toilet cleaning. |
| 3 | Introduce an Instant Feedback System (IFS) | <ol style="list-style-type: none"> Minimum cost. Housekeeper can retain hourly checks and attend to ad-hoc request from the Instant Feedback System. |

When user rate fair or poor via the electronic instant feedback system...

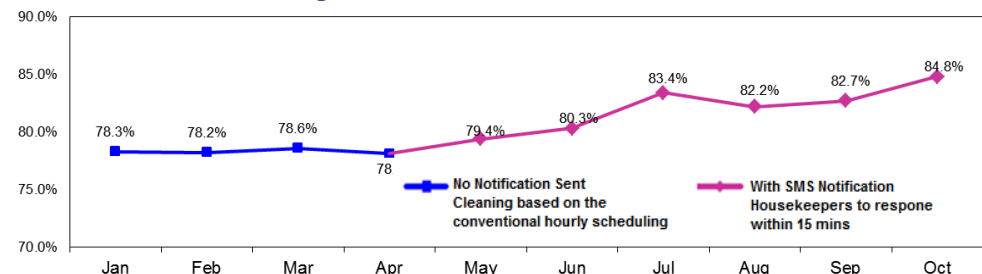


Methodology



Results

Percentage of feedback rate 'Good' and Above



- SMS Notification sent to housekeeper
- Housekeeper responding to notification by scanning staff card to register arrival time for statistical reports.

| Causes | Solutions | Limitations | Accepted |
|---|---|---|----------|
| User <ul style="list-style-type: none"> Poor toilet etiquette Different Culture Not flushing properly | To educate users on the proper use of toilet through posters. | <ol style="list-style-type: none"> Educating of the public is a challenge. Habits are hard to change and need to start early and from young. Requires a longer time frame. | No |
| Environment <ul style="list-style-type: none"> Building look run down Unfriendly/inconvenient toilet layout | Re-design and renovate to a more user-friendly toilet. | <ol style="list-style-type: none"> Most of the public toilets have been renovated. Too costly for renovation. | No |
| Usage <ul style="list-style-type: none"> Heavy usage which create more mess | Limit the no of usage | <ol style="list-style-type: none"> Public toilets are meant for all users. Not possible to limit the number of users. | No |
| Process <ul style="list-style-type: none"> Wet floor, trash bin and foul smell not attended to in time | To review and revise the process | <ol style="list-style-type: none"> Able to control the cost internally. Easy monitoring of progress and review if necessary. | Yes |

| Instant Feedback System (IFS) | Increase in Manpower – Permanent housekeeper for each toilet |
|--|--|
| Monthly maintenance cost per unit: S\$180.00 | Monthly cost for 1 housekeeper: S\$1650.00 |
| Yearly maintenance cost per unit: S\$2160.00 | Yearly cost for 1 housekeeper: S\$19,800.00 |
| Cost saving from Increase in Manpower Vs. Installing a Instant Feedback System : S\$19,800.00 – S\$2160.00 = S\$17,640.00 | |

Conclusion

- User's satisfaction level increased by 3.8% (from an avg. of 78.3% to an avg. of 82.1%)
- Potential cost savings of \$17,640 per annum
- Internal KPI set at 81% to ensure sustainability and consistency of service delivered (KPI to be reviewed and revised on an annual basis)