

OPTIMIZATION OF ROOMS RESOURCES THROUGH SEGMENTATION OF TIME FRAME IN BOOKING/RESERVATION SLOTS

BACKGROUND

With CGH campus growing rapidly since 2014, the number of CGH staff also increased causing the demand for meeting rooms and training rooms to rise. Many staff feedback that there is a **lack of training rooms** and trainings sometimes have to be cancelled.

OBJECTIVE

With the problem statement mentioned above, the project team took this opportunity to review

- The needs of various stakeholders for their briefings and trainings, and
- To optimise the usage of meeting and training rooms without the need of adding more facility resources.

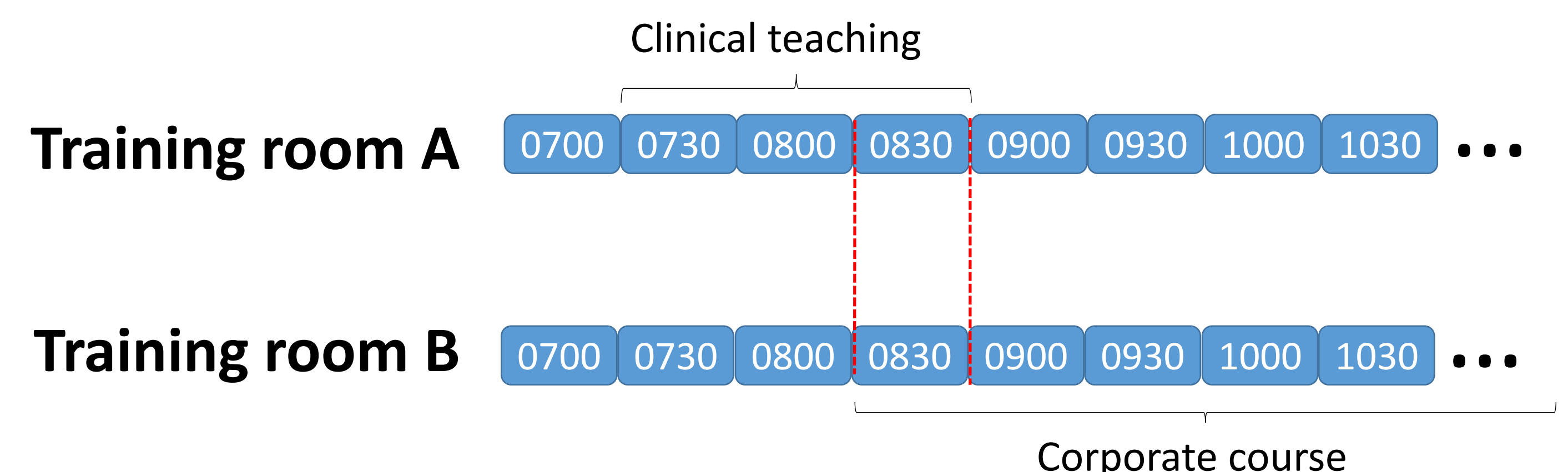
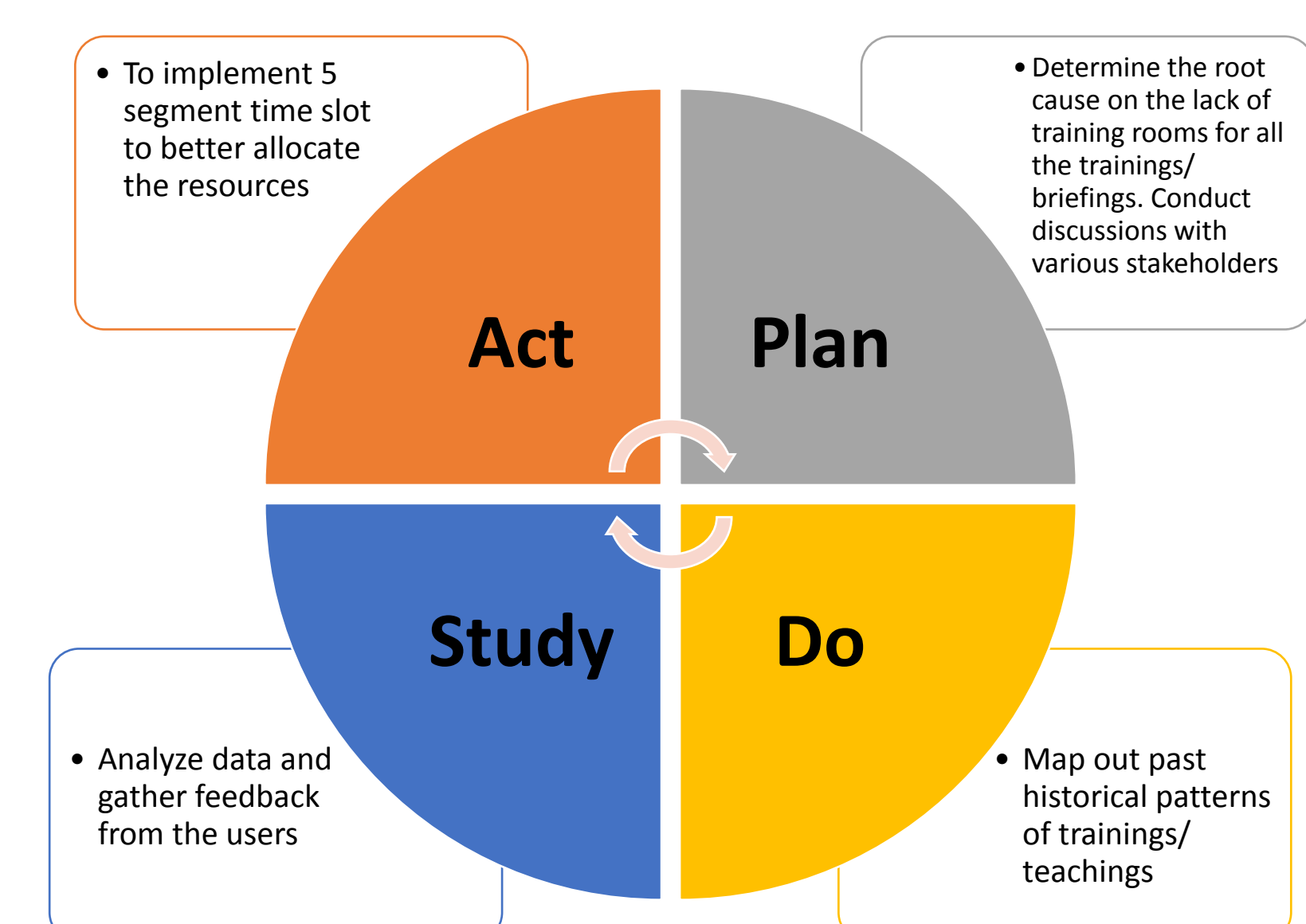
METHODOLOGY

The team then proceeded to apply the Plan-Do-Study-Act (PDSA) methodology to solve the issue.

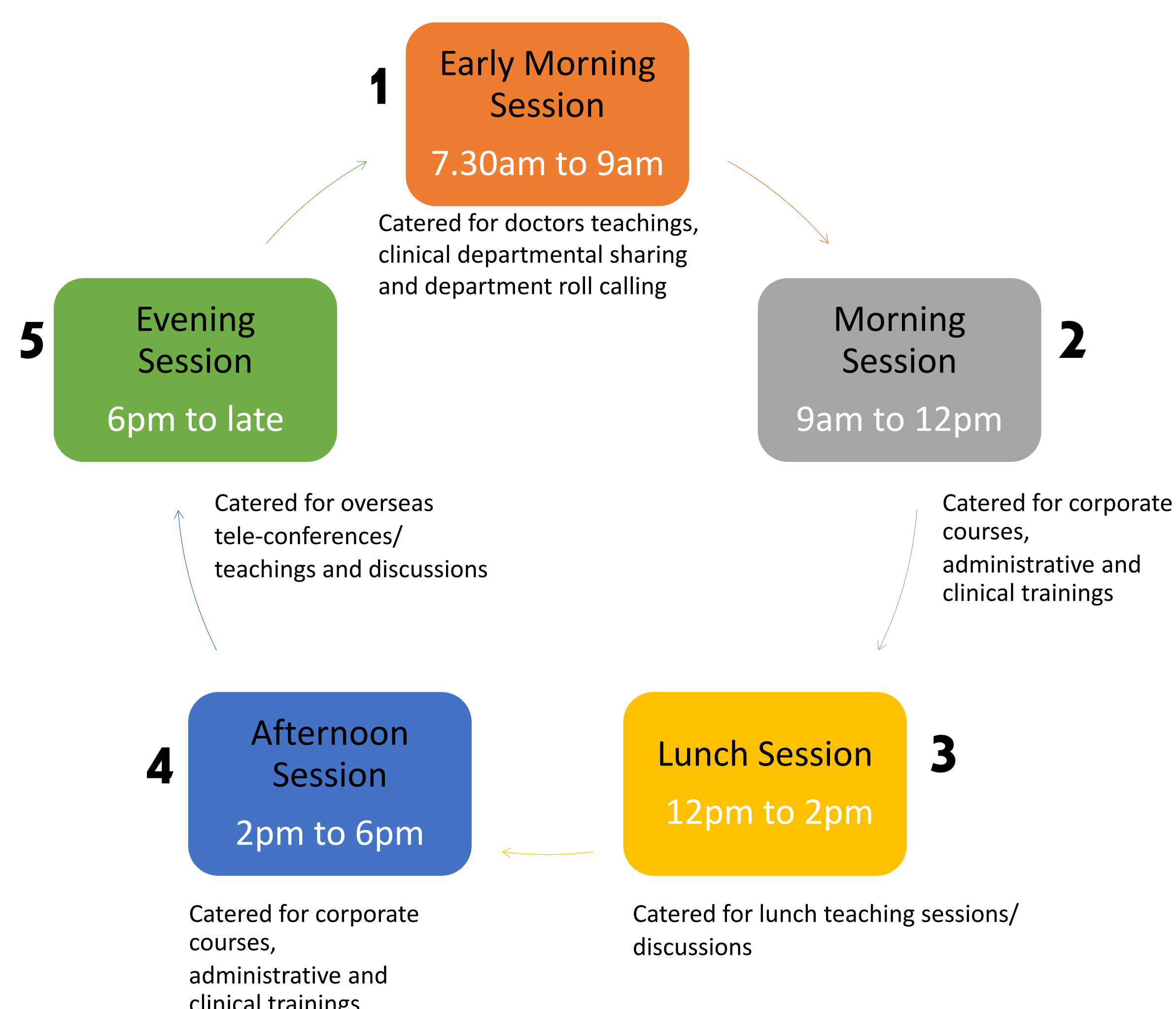
Discussions with key stakeholders (eg. Clinical HODs, Education and Human Resource department and any other departments involved in training/teachings) were carried out.

Based on past historical patterns, clinical teachings were mostly held in the early morning, from 7.30 and ending near 9am. As for corporate courses, it usually starts at 8.30am and ending at around 5pm. Hence because of the overlapping of 30mins, 2 training rooms are required to cater to these 2 different teaching sessions.

Agreements were later established with the key stakeholders to implement the 5 segment time slots, with corporate training to start after 9am till 5.30pm while clinical trainings to finish before 9am, thus freeing up one room.



RESULTS



The 5-segment time slot was used in calculation of available rooms for teaching/ training within CGH. With the new segmentation, a total of **3,332** available slots per training area were created for an average 5 day work week in a year.

Supply available per time slot = 14 training areas * 238 working days
= 3,332 sessions / time slot

Hence, with the implementation of the 5-segment time slots in Jan 2019,

- An **increase of 20%** room availability
- An increase in number of clinical and corporate training was possible with better management of resources
- To date, there has not been any training / teachings that were cancelled or postponed due to the lack of rooms or resources.

As this project is still in its early stage, the team will continue to monitor to gather feedback from both HR Corporate Trainers and the Clinical Training Departments to ascertain that the implementation has yielded incremental resources for both users.

CONCLUSION

Open communication with key stakeholders plus an overview and control of resources is vital in making decisions for day-to-day operations. While facilities reservations appears to be one of the basics of operations, the lack of routine reviews and feedbacks from key stakeholders may result in poor utilization and waste in resources. The team is closely monitoring the new implementation and will be reviewing the system on a bi-yearly basis with the key stakeholders.