Improve the Process of Service with Lean Concept: A Case Study of Salaya Hospital

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ABSTRACT

This research is the first phase of research to improve the process of service with lean concept. A case study of Salaya Hospital. The purpose of this study was to investigate the service process of Salaya Hospital. And to frame the concept of improving the service process of Salaya Hospital. To be more effective. Used the Lean concept helps in analyzes the work process. It also provided a framework for improving the development of new services. There were 1 director, 2 doctors, 5 nurses, and 3 staff members. The data were analyzed by descriptive statistics. The results of the research show that the new work process that has been developed with the relevant stakeholders. There are 27 processes that take an average of 71 minutes to 20 processes, which takes an average of 35 minutes. It helps in process analysis to reduce losses and reduce processes to make the process more efficient. In terms of process improvement, the downtime was as high as 36 minutes, or 50.70 percent, of the reduction in work time, as a result of improvements, by reduced redundant processes, reduced waiting times, Not necessary of the worker By integrating a consistent workflow into the same process. The process didn’t produce value, it cuts out. It can handle the problem of waste service. The results of the hospital service improvement study. To see the need and have the basics to managed quality. The results of this study are as follows. To be tight and to the effective. And suitability for the context of the organization.

Keywords The Lean Concept, Hospital, Quality