# Case Assignment – Individual

According to patients and AUBMC staff, the main complaints are as follow:

1. Long wait times for patients to be transported to specific destinations in the AUBMC.
2. A number of transport jobs that had gone unattended.
3. Double bookings — instances where the porter reached the destination only to find that someone else had attended to the transport request.

These complaints are results of several problems. Miscommunication between staff members, doctors and the five teams of the Patient Transport (PT) unit results in double booking. In addition to miscommunication, there is an uneven workload and resource allocation among and within the decentralized five teams of the PT unit that can be seen in exhibit 2 and exhibit 3 in the case study (i.e. the number of employees in each shift does not always corresponds to the estimated workload distribution by shift). One more problem is Using only one of the four existing elevators for porters which is a constraint to complete the process of transporting the patients by waiting for the one available elevator for the ten floors. More problems will arise when there are an exceeded number of patients that need to be transported by the same elevator. All these problems will results in lower productivity, more wastes[[1]](#footnote-1) and longer process time. All of that will results in more and more complains.

# References:

-Daouk-Öyry, Lina et al. 'AMERICAN UNIVERSITY OF BEIRUT MEDICAL CENTER: PATIENT TRANSPORT'. *Richard Ivey School of Business Foundation* (2015): n. pag. Print.

- Liker, Jeffrey K. *The Toyota Way*. New York: McGraw-Hill, 2004. Print.

1. Ohno’s 7 Types of Waste: Defects in products  , Overproduction of goods not needed,  Inventories of goods awaiting processing  or consumption (work waiting on workers), Unnecessary processing,  Unnecessary movement of people, Unnecessary transport of goods,  Waiting by employees for process equipment to finish work or for an upstream activity to complete. (Workers waiting on work)  (Liker, 2004) [↑](#footnote-ref-1)