PROJECT MANAGEMENT SUPPORTS INNOVATION

PANEL DISCUSSION: "DELIGHTING CUSTOMERS"

WE AIM TO HAVE ACTIVE COMMUNICATION WITH THE PUBLIC

INSTANT, OPEN, DIRECT COMM'N.

NOWADAYS, PEOPLE EXPECT FAST, EFFICIENT SERVICES.

WE HAVE TO MEET THE EXPECTATIONS OF OUR CUSTOMERS / USERS

WE ALWAYS HAVE THE SUPPORT OF LEADERSHIP.

THE IDEA BEHIND 'SMART CITY' IS HAPPINESS (SATISFACTION) OF ALL CITIZENS

THE PROVISION OF IMMEDIATE SERVICES IS VERY IMPORTANT

WE HAVE RELIABLE PARTNERS (eg. ETISALAT)

↳ FOR A GOVT. OF THE FUTURE

★ BENCHMARKING WITH OTHER COUNTRIES

★ WE BRAINSTORM WITH CONTRACTORS

WE HAVE JUST HAD THE EXPO IN MILAN. THIS MEANT THAT WE HAD TO MAKE LOTS OF MODIFICATIONS TO TRANSPORT IN THE CITY

NEED TO ANTICIPATE PROBLEMS BEFORE THE EVENT

COMMITMENT TO PROVIDE THE BEST POSSIBLE SERVICE TO OUR USERS

(ALSO IN COPENHAGEN)

NEED TO MEASURE RESULTS

2 CUSTOMER SATISFACTION SURVEYS / YEAR

THE IMPORTANCE OF PROJECT MANAGEMENT IN INFRASTRUCTURE PROJECTS IN CITIES LIKE DUBAI

↳ PROJECT NEEDS TO BE STUDIED (START, END, IMPACTS, FLOW OF WORK)

↳ ALL FACTORS THAT HELP TO DETERMINE THE SUCCESS OF A PROJECT

RATINGS ON TWITTER

FACE-TO-FACE INTERVIEWS

EXPOS PUT ORGANISATIONS & SERVICES UNDER A LOT OF PRESSURE

HOW CAN WE GUAGE THE SUCCESS OF PROJECTS (IN TERMS OF CUSTOMER HAPPINESS)?

→ COMMUNICATION BETWEEN SERVICE PROVIDERS & USERS IS GOOD!

→ CALL CENTRE & TRACKING SYSTEM

→ IN OUR CITY, CUSTOMER SATISFACTION INDEX IS VERY IMPORTANT. IT AFFECTS THE REMUNERATION OF OUR EMPLOYEES.

BONUSES ARE LINKED TO CUSTOMER SATISFACTION

→ FOCUS ON A FEW DECISIVE PROJECTS. LEADERSHIP MUST BE ACCOUNTABLE.

3 ELEMENTS:

1. TIME
2. QUALITY
3. BUDGET

ALSO...

4. THE LEADER
5. THE TEAM
6. FOLLOW UP

DATA MANAGEMENT IS IMPORTANT

★ DECISION-SHARING CAN CAUSE DELAYS

A HARMONIOUS TEAM

THANK YOU TO ALL THE PANELISTS

P.M. = QUALITY MGMT, RISK MGMT

PANEL DISCUSSION: "PROJECT MANAGEMENT IN HEALTHCARE"

THE NEED FOR HEALTHCARE PROFESSIONALS TO BECOME MANAGERS & COLLABORATORS

WE WILL INNOVATE THE CURRICULUM TO INCLUDE THE TEACHING OF THESE SKILLS

INSTITUTIONALISE PROJECT MANAGEMENT FROM THE BEGINNING

★ LEARNING FROM OTHER INDUSTRIES IS KEY

I WILL START WITH HEALTH IT...

32% OF IT PROJECTS SUCCEED

↓

BIG FAILURE RATES

↳ SCOPE NOT WELL DEFINED - MULTIPLE STAKE-HOLDERS

- PROCUREMENT SYSTEM OUTDATED (CHOOSING THE LOWEST BIDDER)

CRITICAL SUCCESS FACTORS:

1. PROJECT MGMT
2. TRAINING

MINIMALLY INVASIVE SURGERY

★ WE DO INTENSIVE RISK MANAGEMENT

★ FOLLOW-UP IS IMPORTANT (AS IN PROJECT MANAGEMENT)

★ ENSURE THAT QUALITY IS HIGHEST THROUGHOUT THE PROCESS

MY RESEARCH

HOW TO MAKE ORGANISATIONS MORE EFFICIENT, LEARNING FROM PAST EXPERIENCE

HOW CAN I MAKE THIS PROJECT MORE SUCCESSFUL THAN THE LAST?

MANAGING PATIENT EXPERIENCE FROM START TO FINISH IS VERY IMPORTANT

THE FUTURE OF MEDICINE WILL BE PERSONALISED & INDIVIDUALISED

PREVENTION

WHAT DISEASES COULD THIS INDIVIDUAL BE PRONE TO?

HOW CAN WE PREVENT THESE DISEASES?

PREVENTING OBESITY, DIABETES ETC.

BIG DATA & ANALYTICS CAN BE VERY USEFUL TO P.M. IN THE FUTURE

↳ LESSONS LEARNT KEY SUCCESS FACTORS.

THEY NEED TO BE 'COMPLETE' PHYSICIANS... WITH ADDED SKILLS (AT LEAST THE PRINCIPLES OF P.M ETC)

↳ WE WILL CONDUCT AN INTERVIEW AS PART OF THE SELECTION PROCESS. THE CRITERIA WILL CHANGE (NOW DIFFERENT SKILLS ARE REQUIRED)

PROJECT MANAGEMENT IS ABOUT KNOWING WHICH PROBLEMS YOU ARE SOLVING.

EDUCATION IS THE BASIS FOR ANY ADVANCEMENT IN THE WORLD.

PUBLIC HEALTH IS A BASIC FOUNDATION TO HEALTHCARE.

A KNOWLEDGE OF PROJECT MGMT, FINANCE ETC. WILL HELP HEALTH-CARE PRACTITIONERS TO MAKE BETTER DECISIONS

DUBAI INTERNATIONAL PROJECT MANAGEMENT FORUM

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