

ABSTRACT

The objective of this project is to design an out-patient department process for a new hospital which applies the principle of lean concept. Nowadays many new hospitals are built so it is necessary that they find the best processes that can deliver the best value for the customer especially on time, quality, and price.

This paper maps the process design of lean thinking for one part of the whole process of a hospital. Mainly it will focus on time management, from the first contact point to the end point which is the cashiers department. A project team seeks to find the best process from a private hospital and checks the weak points of the process before choosing a new one.

The results from the mapping process provide the optimal solution before implementation in the hospital. With this process, the project team can foresee the result and know the impact of the process. They can see the best method to set up the resources and budget so as to apply the concept of lean in a service business.

In conclusion, this hospital study will focus only on time management for the out-patient department, chosen because patients need to stay in the hospital no longer than thirty minutes. Awareness of this reason will enable discovery of the complete process to serve this group. This project's results can be explained to the hospital's owners so they know their direction in advance.

The new proposed out-patient department processes will be designed to be implemented in a new hospital that will be ready to operate by the end of this year. The Lean thinking concept can help the project team to cut out unused process or a number of resources. Thus, the problem solution will produce cost saving in the first phase of business.