

**SHROUG S. AL DLIGAN**  
**MSC IN SQM, KPI, CSHP**

**DATE OF BIRTH: 21<sup>ST</sup> JULY 1982**  
**PLACE OF BIRTH: US, FRESNO, CALIFORNIA**  
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**GENERALIST STRATEGIC QUALITY MANAGEMENT PROFESSIONAL**

My objectives are very simple; to make my company's objectives my own, to live their values in my every day work, over achieve their targets and effectively deliver against their strategy. I am a loyal and honorable staff member and I am committed to ensuring all actions are aligned to the company's objectives.

**Professional Strength:**

- Taking initiative and accepting Responsibilities Cheerfully.
- Being a part of the solution to any work problem – if happened - and not the problem itself.
- Ready to learn anything and to have any required Training.
- Accepting Others Opinions through Listening and Understanding.
- Making Very Strong Presentation in any aspect.
- Willing to 'Travel an Extra Mile' when work needs that.
- Assignments are challenges for growth and development.

**Quality Management:**

- **General Administration**
  - Verifying customer satisfaction.
  - Identifying scope for process enhancements for continuous process effectiveness.
- **Talent Acquisition**
  - Overall co-ordination for organizations Planning, Recruitment & educates organizations in performance excellence management.
  - Developing / implementing new strategy / Selection policies as per continual improvement requirements & reviewing.
- **Appraisals**
  - Handling Performance Appraisal Process & Identifying scope for enhancing the same.
  - Overseen quality system by Manage Responsibility and Quality Audits.
  - Potential Appraisal and Cultural Building.

**Professional Experience**

**Being the Employee of the Year 2014.**

**Security Forces Hospital, Riyadh, Saudi Arabia.**

**Quality Management Assistant Director from 13<sup>th</sup> of May 2013 to Present.**

**Quality Management Coordinator from Nov 2012 to 12<sup>th</sup> of May 2013.**

**Role:** Quality Management Coordinator. Coordinate and Facilitates all QM activities and projects. Mainly responsible for monitoring and surveying activities thru performing specified review of hospital wide care and services as well as facilitating problem resolution in compliance with SFHP operational standard.

- Performs specified review and monitoring of hospital services.
  - Establish priorities and develops statistical and other reports as appropriate.
  - Assists in the identification of issues and areas that require improvement and assists in facilitating the improvement process.

- Conduct studies as may be required by services/committees under the direction of the Director of Quality Management relative to the hospital organization, policies, programs, methods and procedures.
- Establish a trending and follow-up system for OVR and other quality management reports as needed.
- Collaborates with designated staff within the organization to foster continuous improvement efforts of care and services.
- Assists in providing hospital wide QM education. Educates multidisciplinary team members to principles of problem solving and the quality improvement process as assigned.
- Act as QM resources/Committee consultant to assigned medical and administrative committees.
  - Prepare correspondence and monitors follow-up for assigned committees.
- Responsible for developing and updating QM website; publish up-to date articles and on-line reports.
  - Coordinate the production of QM materials including but not limited to; QM Newsletter and Booklets.
- Develop and maintains knowledge of all CCHSA, AC Qmentum, JCAHO, ISO 9000 and MOH guidelines relating to quality improvement and safety.
- Develop and maintains current expertise in quality improvement and statistical analysis tools and activities.
- Maintain confidentiality at all times.
- Communicate all pertinent information in a timely manner to the Director of Quality Management.
- Support the hospital and departmental goals and objectives.
- Comply with the standards laid down by the Approved International Accreditation Standards.
- Perform other applicable tasks and duties assigned within the realm of his/her knowledge, skills and abilities.

### **Security Forces Hospital, Riyadh, Saudi Arabia.**

**From Sep 2011 to Nov 2012.**

**Role:** Recruitment Specialist. For medical sector in the Security Forces Hospital in Riyadh Since Oct 2011 to Jan 2012 - I employed more than 238 doctors in different specialist with different positions

- Dealing directly with the CEO
- Developing the job seekers database and in charge of updating the index
- Responsible for the process of employing all the medical sector in the Security Forces Hospital in Riyadh
- Building relations with the international recruitment agency in order to be always updated on vacancy jobs and job seekers
- Handle communication with clients (employers) as well as the relocated subjects (employees)
- In charge of government relations
- Advance the division in order to attract more job seeker and widen our reach into the market by employed the most professional doctors in their area
- Responsible for logging all employee information in the system and preparing all work paper related
- Preparing all government issues concerning residency and permits
- Dealt with employee relations like accommodations, transport and medical.
- Developed on best adopted methods on advancing In-House training and employee evaluation
- Dealing with the Saudi Council to registered all the doctors to make their test
- Training & Development
- Working to apply the New Salary Scale on all Saudi employees (Doctors, Specialists and Technicians).

**A Member in Committee on Quality at Hospital Security Forces in Riyadh.**

**Princess Noura Bint Abdurrahman University, Saudi Arabia.**

Engineering and design: **September 2004 to July 2007.**

**Role:** Teaching Assistant at Prince Noura Bint Abdurrahman.

**Responsibilities:**

**Initiatives:**

Participation in numbers of organizational and administrative work within the university as a member of the monitoring committees and controlling.

**Induction & Mentoring:** Finalizing the induction-training schedule for the new student on various topics.

Monitoring the progress of Mentoring Policy introduced by me in our university.

**Administration Activities:** Office Management and Supervision and guidance on education process for student's college for four years.

**Conferences:** Participate in organizing conferences and forums such as high-level meeting at the level of scientific Kingdom - a forum of science and innovation - the first scientific forum held in Riyadh, entitled (rationalize consumption upon the Saudi family).

**Training Courses:**

- Attending Course in Professional Certificate in Strategic Health Planning in London 2015.
- Certified as KPI professional from Australia 2014.
- Attending Course in Problem Solving and Decision Making in 7 Jan 2014.
- Attending certified professional in healthcare Quality (CPHQ) PERPERATORY Course in 22 Dec 2013.
- Attending the 23rd Annual National Forum on Quality Improvement in Health Care for IHI Dec 2013.
- Attending different courses in Management ex. (Motivation for better & creative work environment , فن التأثير الإقناع، إدارة الضغوط، فن إدارة الغضب )
- Attend Leadership and Management course by Benedict Stanberry from 4 to 8<sup>th</sup> of May 2013.
- Attend Behavior BASE Safety Course in 4<sup>th</sup> of March 2013.
- Workshop about Connecting patient safety data with other information systems at KFMC in Feb 2013
- Attending Risk Management and Patient Safety Conference at KFMC in Feb 2013
- Ergonomics Course at SFHP in 23rd Feb 2013.
- Workshop Patient Flow from Accreditation Canada from 16-20 Feb 2013
- Quality Management in Health Care, Dubai November 2012.
- The New methods of attracting Employees, Recruitment Selection and Appointment procedures in Dubai November 2012.
- Start training with Quality Department in SFHP since October 2012
- Course in Introduction to Biostatistics with SPSS in SFHP March 2012
- A member in THE Human Resources Professionals Association (HRPA)
- A member in the Association of Change Management
- A member in IAQUA.
- Course in the success of project management "Project Management Professional" by Chancellor and the Engineer Turki AL-turki from King Fahad Academy in London.
- An Intensive course at LSI language school in Portsmouth- UK as a University presstional course for three months.
- A professional training in the IELTS exams at LSI language school in Portsmouth- UK for eleven months.
- A professional English course at LSI language school in Portsmouth- UK for eleven months.
- Course in the "methods of communication skills development in the dialogue" from the King Abdul Aziz Center for National Dialogue.
- Attend a numbers of forums and conferences Cultural held in Riyadh and Jeddah about the information system and the security of the information.
- Course in "ways of developing self-reliance and self-education" from The Ministry of Higher Education In Saudi Arabia.

- A training course in the "Management finance and brokerage firms to trade shares" with Dr. Ahmed Al-Salem.
- Attend a workshop on "The behavior job" through the Al-Jowd institutes.
- Provide training courses in "Etiquette".
- Writing a book in the Etiquette area and I'll name it "Live the Etiquette", is talking about the Etiquette and how to have a smart appearance.

### **Skills & Abilities**

- Knowledge of the principles and practices of performance management through managing and developing design projects in Prince Noura University.
- Ability to measuring and managing the performance through Quantitative Methods tools by collecting the key performance indicators data and monitor progress to see if the process are in control or out of control
- The ability to speak and write in English and Arabic perfectly.
- The ability to be leader to individuals, as when I was studying the bachelor and the master's at Portsmouth University. Also I used to be a supervisor for my colleagues when I was employee at Prince Noura University, in the same time I cooperative and willing approach to assisting others as needed.
- The ability to Customer Acquisition & Retention so I can establish and maintain effective business relationships.
- The ability to understanding of customer needs and expectations and handles all customer complaints or concerns appropriately and in a timely manner to ensure customer satisfaction where I did my master dissertation in this area.
- Ability to Process Re-engineering by using strategic quality management Re-engineering tools.
- The ability to retain composure and flexibility under pressure, to facilitate effective working relationships and workflow, were I used to design around 12 to 15 projects under the time pressure.
- Willingness to learn and apply new skills.
- The ability to utilizing a number of appropriate software including Microsoft Office to enhance administrative support.
- Experienced in Illustrator, Photoshop and digital painting with Miss. Amal Saud.

### **Academic Qualification**

**Masters** in (SQM) Strategic Quality Management, March 2011.  
Graduated from University of Portsmouth, UK.

Master course contain the follow subjects; Total Quality management, Management Systems, Change Management, Performance Evaluation, Strategic Quality Management, Business Systems, Quantitative Methods, Research Methods 1 and Research methods 2

In August 2009 I finished an **English course** from LSI UK, Portsmouth for duration 44 weeks

**Bachelors** in the science of HHM, June 2004.  
Graduated from Prince Noura University.

### **Spoken and Written Language Proficiency**

**Arabic** – Spoken and written- Mother Tongue  
**English** – Spoken and Written- Advanced

References available upon request.