Summary of Q&A/Interview

October 9, 2018 – November 26, 2018

**Legend:**

I = Interviewer

A = Admin

**I – Hi sir, as what you’ve said last week when I asked if there is something that we CS students from APC can help or do for the hospital and will serve as our project. “Diretso nyo po sinabi na may problem po kayo regarding Job Order Request or Service Request Management.”**

**Can we ask the whole process of the Job Order Request or the Service Request Management.**

A – So there are 4 types of user.

* Admin
* Department Supervisor
* Maintenance Personnel
* Employee such as (Nurse, Radiology Technician, Medical Technologist, Laboratory Technician, Cashier, Secretary/Assistant.

And 3 types of request.

* Repair
* Replace
* Item Request

The Employee or requestor needs to print and fill-up 3 copies of Job Order Request form. One copy for their record, one copy for us and one copy for the Maintenance.

Once the form is filled-up by the requestor, they will bring it to the Department Supervisor for it to be signed. Then once the forms are signed, they will bring the completed form to our office.

We will check and analyze the request, for us to know the right Maintenance Employee to assign based on the request. “If end of shift na ni Maintenance and hindi pa nya tapos yung job, the job will be endorsed to the next attending Maintenance”.

**I - What are the main challenges or common factors of the problem regarding with the recent system?**

Based on the feedbacks that we’ve got, there are 4 factors that causes delay of the Job Order request.

* Slow Processing of signatories
* Total distance travelled to maintenance department
* Not following procedures
* Insufficient skills of employees to repair equipment

**I – Why do you think so? Do you happen to identify the problems that is causing it?**

A – Sometimes they are not following the proper procedure like incomplete forms that’s why the request got rejected.

“Hindi naman ganon kalaki ang bawat department, hindi din naman din sila ganon kadame magrequest per department, pero minsan sa dame ng department na meron kame tulad ngayon meron kame almost 30. Minsan nagkakataon na walang available na gagawa. Minsan yung available na Maintenance hindi suitable para dun sa job kaya kaylangan maghintay. Minsan din kasi kulang-kulang yung nilalagay nila sa form kaya narereject. Fully equipped ng CCTV yung hospital kaya nakikita din namin if baka dahil hindi inaaksyunan ng Maintenance Personnel yung request. So far hindi naman yun yung main issue. May mga need irepair minsan na kaylangan ng 3rd party technician specially machines na inaabot ng days bago matapos dahil sa tagal din dumating ng gagawa.”

**I = So what are the things that you’ve done to minimize the problem or what are your solutions?**

A = What we are doing is, training the maintenance personnel for them to handle different types of jobs. “ Sa forms naman we told them to comply para iwas reject and make sure na complete yung form, minsan kung wala talaga magsign ng form, yung pinakamalapit na department supervisor nalang pipirma at magverify ng request.”

**I = As what you have said, the problem is the availability of the Maintenance Personnel. Why not hire more Maintenance Employee?**

A = Budget is limited. “Kaya ang ginagawa ko as an Engineer, tinatrain namin sila para pwede sila maassign sa ibang job. Tho they are working as a team and yung iba nagtatanong dun sa marunong para matuto sila kung pano ba gagawin.”

**I = Is it not dangerous to assign them to a job that they are not specialized in?**

A = “Hindi naman, kasi halos lahat naman sila may mga background na din sa ibat ibang job, madali din sila nagkakatintindihan ng ibang maintenance personnel.”