

Optimization of times to improve the perception of the attention to the user in the HUM (Méderi)

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Abstract

English

Within an organization, the most important are the relationships that are established with the clients, being more evident when we speak of service delivery. For this reason, great care should be taken in the attention to the user, providing a quality service, with greater effectiveness using less resources, fulfilling the client's expectations in the best way and generating a positive impact both internal and external.

When the efficacy of quoting in customer service, no one refers to the quality in the provision of a service, which should be optimal in such a way that users feel a good impression, do not feel uncomfortable with the service they are being provided. Regarding time, attention and opportunity, thus avoiding the generation of complaints, discomfort and discomfort on the part of the user. That is why a group of Students of the University of Rosario decided to carry out a research work at the Hospital Universitario Mayor Méderi, observing the schedules, customer service times and number of people attended per minute, to propose a system that optimizes the times to improve the attention and the service to the client, taking into account the logistic tools learned in class.

Español

Dentro de una organización lo más importante son las relaciones que se establecen con los clientes, siendo más evidente cuando hablamos de prestación de servicios. Por este motivo se debe tener gran cuidado en la atención al usuario, brindando un servicio de calidad, con mayor efectividad utilizando menos recursos, cumpliendo con las expectativas del cliente de la mejor manera y generando un impacto positivo tanto interno como externo.

Cuando la eficacia de citamos en el servicio al cliente, ninguna se refiere a la calidad en la prestación de un servicio, el cual debe ser óptimo de tal forma que los usuarios se sienten una buena impresión, no se sientan incómodos con el servicio que se está prestando. En cuanto a tiempos, atención y oportunidad, evitando así que se generen quejas, malestar e incomodidad por parte del usuario. Es por eso que un grupo de Estudiantes de la Universidad del Rosario decidió realizar un trabajo de investigación en el Hospital Universitario Mayor Méderi, observando los horarios, tiempos de atención al cliente y número de personas atendidas por minuto, con el fin de plantear un sistema que permita optimizar los tiempos para mejorar la atención y el servicio al cliente, teniendo en cuenta las herramientas logísticas aprendidas en clase.

Keywords

Optimization, Hospital, Attention, Logistic, Theories

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Biography

Lina Maria Garcia Castro

Student of Logistics and production management (7 Semester) at “Universidad del Rosario jointly studies with the hospital Mederi Bogota Colombia in different projects and as a student I also do part of the projects of the company login charge that is Logistics and embryo that is a company that revolutionizes the mobility in Bogota.

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Student of Logistics and production management (7 Semester) at “Universidad del Rosario” with experience in research and consultancy in healthcare logistics, implementation of operations research tools, statistics evaluation of service . Skills of working in group, commitment and capture of decisions, entrepreneur. Publication of article in the health sector. Management of English in 80 % and TIC´s tools (Excel, Word, Publisher, Power Point).