



**A STUDY TO ASSESS THE QUALITY OF
SERVICES AT THE MATERIAL MANAGEMENT
DEPARTMENT OF APOLLO MULTISPECIALTY
HOSPITAL, KOLKATA**

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Objectives of the study



**Assess the
Responsiveness of the
Material Management
Team**



**Assess the
communication skills and
behaviour of the Material
Management Team**



Assess Stock Availability



**Assess Current Hygiene
Practices**

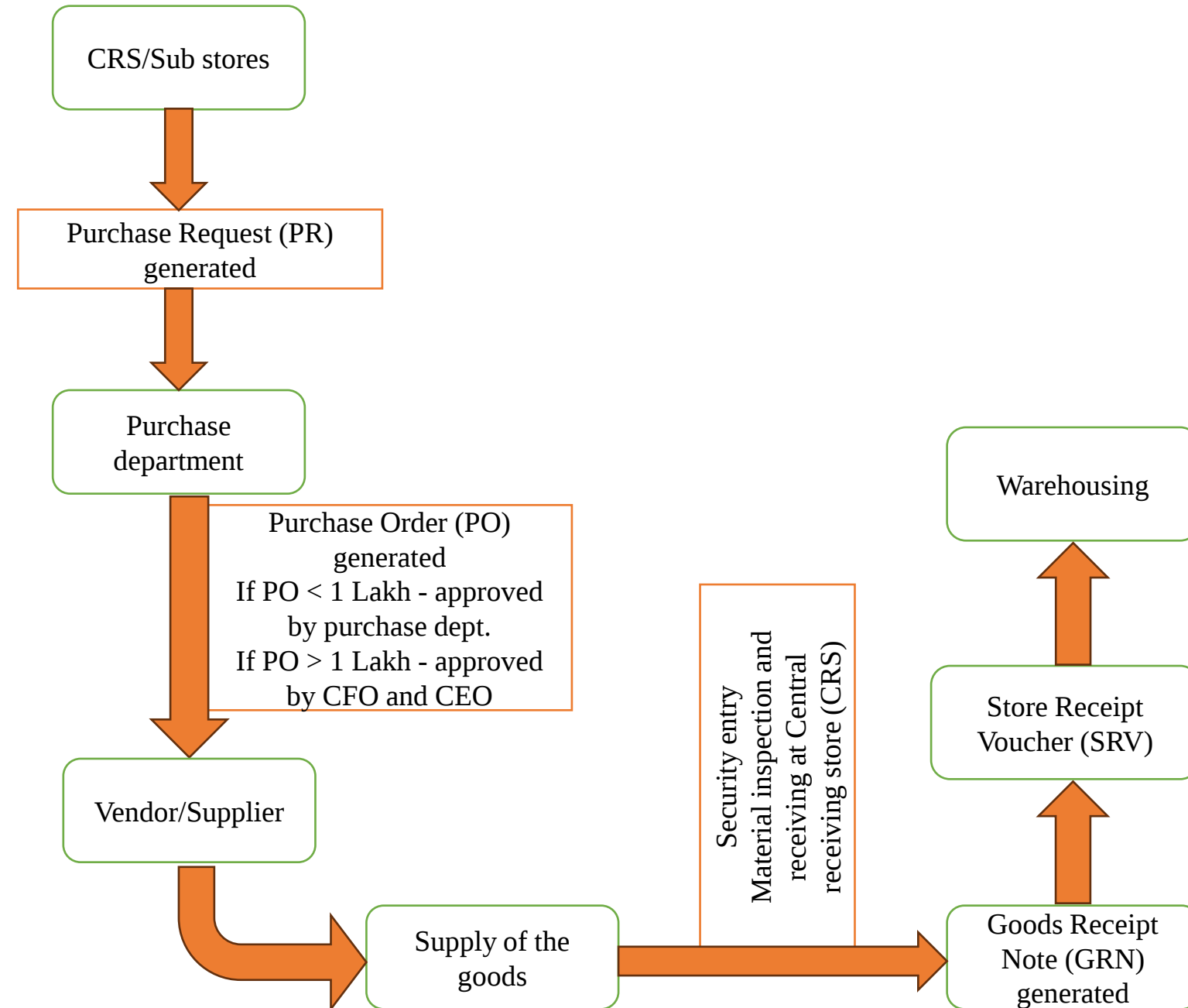


**Assess the Accuracy and
Completeness of the
records**



**Assess the Accessibility of
the team on addressing
the inquiries**

Material Management at Apollo Multispecialty Hospital, Kolkata



Methodology

- **Study design:** Descriptive Cross-sectional study
- **Setting:** The study was held at Apollo Multi-specialty Hospitals, Kolkata. It is a tertiary care hospital, established in the year 2003 having a capacity of 750 beds. It has over 50 specialties and 33 centres of excellence.
- **Study population:** It included all the nursing and housekeeping staffs who came to receive the material and supplies for their respective departments.
- **Inclusion criteria:** Nursing and housekeeping staffs who wanted to take part in the study. People who were proficient in English and Bengali language.
- **Exclusion criteria:** Employees of the Material Management department were excluded as they could bring some possible biasness with them. Nursing and housekeeping staff who were not interested to participate in the study. People who did not know English and Bengali language.
- **Study tools:** Primary data was collected through a questionnaire in the Google forms.
- **Study duration:** The study was taken place from March 2024 to June 2024.
- **Sample size:** 50 people including nursing and housekeeping staffs who wanted to take part in the study.
- **Sampling technique:** Simple random sampling was done to assess their level of satisfaction.
- **Data collection procedure:** Primary data was collected through a questionnaire in the Google forms.

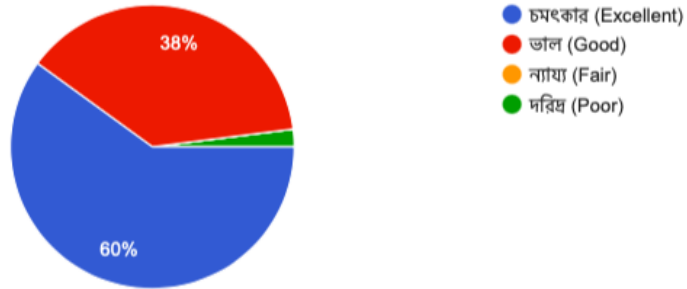


Result & Discussion

OBJECTIVE 1. Assess the Responsiveness of the Material Management Team

2. আপনি উপাদান ব্যবস্থাপনা দলের প্রতিক্রিয়াশীলতা কিভাবে রেট করবেন? (How would you rate the responsiveness of the material management team?)

50 responses



Some strategies to improve the responsiveness of the Material Management Team includes:-

- Establish Transparent Expectations
- Enhance Communication Channels
- Feedback System

Figure implies the Rate of Responsiveness of the Material Management team.

The survey was filled by the nursing and housekeeping staffs.

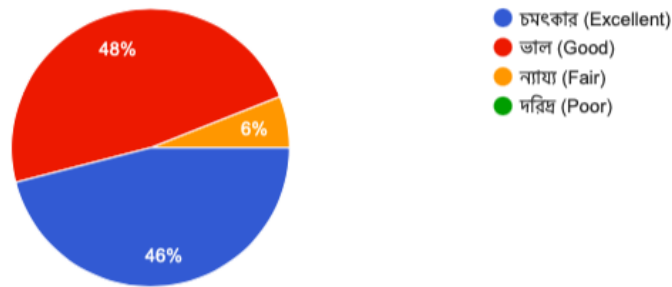
- The majority of respondents (60%) rate the responsiveness of the material management department as Excellent.
- 38% of respondents rate the department's responsiveness as Good.
- Only a small fraction (2%) rate it as Poor.

This suggests that the material management team is generally perceived to be highly responsive by the majority of the staff.

OBJECTIVE 2. Assess the communication skills and behaviour of the Material Management Team

5. আপনি উপাদান ব্যবস্থাপনা দলের যোগাযোগ দক্ষতা কিভাবে রেট করবেন? (How would you rate the communication skills and behaviour of the material management team?)

50 responses



Some strategies to improve the communication skills and behaviour of the Material Management Team includes:-

- Regular Training Programs
- Feedback Mechanism
- Recognize and Reward

Figure implies the communication skills and behaviour of the Material Management department.

The majority of respondents (94%) rated the communication skills and behaviour of the material management department positively with,

- 46% rating it as Excellent
- 48% as Good
- Only 6% as Poor

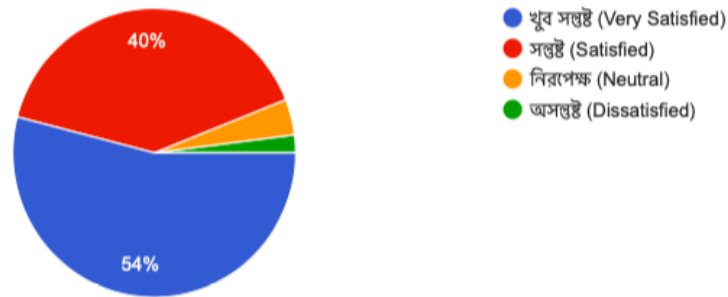
This suggests that the material management team generally has good communication skills and behaviour, as perceived by the respondents

No respondent rated the team's communication skills and behaviour as poor.

OBJECTIVE 3. Assess Stock Availability at the Material Management Department

6.উপাদান ব্যবস্থাপনা বিভাগে সরবরাহের প্রাপ্যতা নিয়ে আপনি কতটা সন্তুষ্ট? (How satisfied are you with the availability of supplies in the material management department?)

50 responses



Some strategies to improve the availability of stock at the Material Management Department includes:-

- Safety Stock
- Supplier Diversification
- Feedback Mechanism

The figure indicates the availability of stock at the Material Management department, based on a survey of respondents.

- 54% of the respondents are Very Satisfied with the availability of stock.
- 40% of the respondents are Satisfied.
- 4% of the respondents are Neutral.
- 2% of the respondents are Dissatisfied.

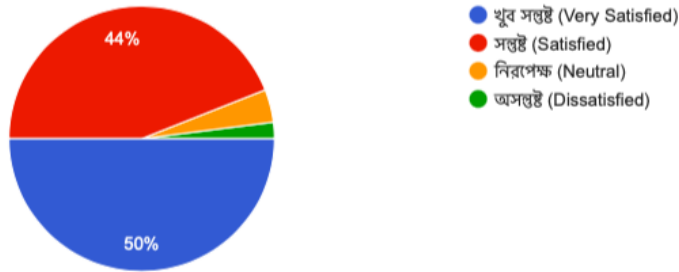
This data shows that the majority of respondents (94%) have a positive view of the availability of supplies at the Material Management department.

A small percentage of respondents (6%) are either Neutral or Dissatisfied.

OBJECTIVE 4. Assess the Cleanliness and organization of storage at the Material Management Department

4.উপাদান ব্যবস্থাপনা দল দ্বারা পরিচালিত এলাকার সংগঠন এবং পরিচ্ছন্নতা নিয়ে আপনি কতটা সন্তুষ্ট?
(How satisfied are you with the cleanliness and organisation of storage area managed by the material management team?)

50 responses



Some strategies to improve the cleanliness and organisation of storage at the Material Management Department includes:-

- Regular Cleaning Schedule
- Invest in Storage Solutions

The figure indicates the cleanliness and organisation of storage at the Material Management department, based on a survey of respondents.

- 50% of the respondents are Very Satisfied with the cleanliness and organization of storage.
- 44% of the respondents are Satisfied.
- 4% of the respondents had a neutral opinion.
- 2% of the respondents are Dissatisfied.

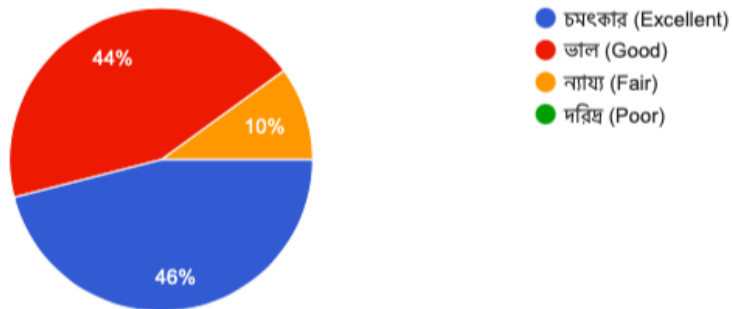
This data indicates that the majority of respondents (94%) have a positive view of the cleanliness and organization of storage at the Material Management department.

A small percentage of respondents (6%) are either Neutral or Dissatisfied.

OBJECTIVE 5. Assess the Accuracy and Completeness of the records at the Material Management Department

7. আপনি উপাদান ব্যবস্থাপনা দলের দ্বারা রক্ষণাবেক্ষণ রেকর্ডের নির্ভুলতা কিভাবে রেট করবেন? (How would you rate the accuracy of records maintained by the material management team?)

50 responses



Some strategies to improve the accuracy and completeness of records maintained by Material Management Department includes:-

- Utilize barcode or RFID technology
- Education & Training

- The figure indicates the accuracy and completeness of records maintained by Material Management Department, based on a survey of respondents.
- 46% of staff rate the accuracy and completeness of the records at the Material Management department as Excellent.
- 44% of staff rate it as Good.
- Approximately 10% of staff rate it as Fair.
- No respondent rated the accuracy and completeness of the records as Poor.

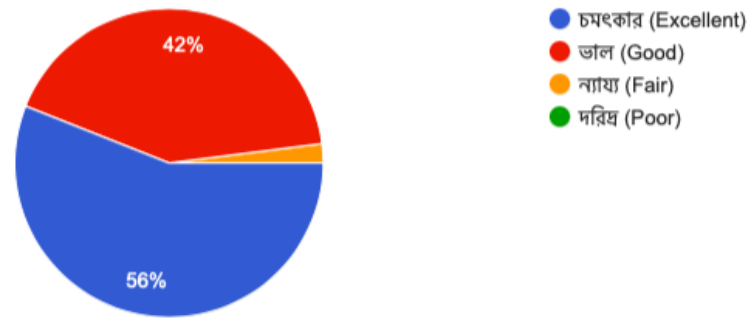
This data suggests that the majority of respondents (90%) have positive ratings for the accuracy and completeness of the records, with a significant portion rating it as Excellent or Good.

Only a smaller percentage (10%) rated it as Fair, indicating room for improvement in this aspect.

OBJECTIVE 6. Assess the Accessibility of the team on addressing the inquiries

৩. আপনি অনুসন্ধানের সমাধানের জন্য উপাদান ব্যবস্থাপনা বিভাগের অ্যাক্সেসযোগ্যতাকে কীভাবে মূল্যায়ন করবেন? (How would you rate the accessibility of the material management department for addressing the inquiries?)

50 responses



Some strategies to improve the accessibility of the Material Management Department for addressing the inquiries includes:-

- Designated Point of Contact
- Feedback Mechanism

- The figure indicates the accessibility of the Material Management Department for addressing the inquiries, based on a survey of respondents.
- 56% of the respondents rated the accessibility of the Material Management department as Excellent.
- 42% of the respondents found the accessibility as Good.
- Approximately 2% of the respondents rated the accessibility as Fair.
- No respondent rated the accessibility as Poor

This data indicates that the majority of respondents (98%) have a positive view of the accessibility of the Material Management department for addressing the queries of the staff, with a significant portion rating it as Excellent or Good. There is room for improvement as a small percentage (2%) rated it as Fair

Conclusion

- Overall, the responses indicate generally positive feedback across the different factors evaluated, with high ratings for excellence and satisfaction in most areas.
- Areas for improvement include the maintenance of accurate and complete records and the accessibility of the team for addressing inquiries, where some respondents rated it as Fair.

Factor	Response			
Responsiveness of the Team	60% (Excellent)	38% (Good)	0% (Fair)	2% (Poor)
Communication Skills and Behaviour of the Team	48% (Excellent)	48% (Good)	6% (Fair)	0% (Poor)
Availability of Supplies	54% (Very Satisfied)	40% (Satisfied)	4% (Neutral)	2% (Dissatisfied)
Cleanliness and Organisation of Storage	50% (Very Satisfied)	44% (Satisfied)	4% (Neutral)	2% (Dissatisfied)
Maintenance of Accurate and Complete Records	46% (Excellent)	44% (Good)	10% (Fair)	0% (Poor)
Accessibility of the team for addressing the Inquiries	56% (Excellent)	42% (Good)	2% (Fair)	0% (Poor)