

Client Meeting Minutes

Subject: Client Meeting 1
Date: 07-01-2016
Time: 1100
Venue: Mediacorp office

Attendees:

- Akshat Agarwal

Meeting Agenda:

- Getting to know the client
- Introduction to the project topic
- Introduction to client requirements

Action Items:

Have been doing this for 2 years. Every 2 months we do our report again.

Everything is manual, so we can help out automate, and do some dashboard.

Sodexo is the one paying us as we are looking at the meals they provide to NUH

Main – Customer service

Kent Ridge Wing – Private patients (Class A, B)

Main Building – Patients who are subsidized (Class C)

Mean Score and then divide by 5 to get the percentages on the graph

The larger the gap between the bars of imp and satisfaction means the larger gap in service

8 attributes related to the service – Taste is always one factor that has a big gap

The long questions just top 8-10

Analysis by ward – very important

Basic first – automated, create an online dashboard

The survey is an offline application on the tablet – using qualtrics survey platform

Diets – most have low salt diets

Data –

Dashboard - Filter tab on the right side, clean and simple, (demo, pwd: abacus)

Real time results for the client to see every month.

After the dashboard can do a dashboard template?

Better to use SPSS for the data – as he has already made the data numerical

3 interviewers – each interviewer gets 50 people. (Rotational basis)

Limitation – people are there for varying amount of days in the hospital, cannot control the patient's answers (are the interviewers right? – client asked him, so to make them consistent apply rotation of the interviewers in the two buildings)

After the basic dashboard, you can do advanced analytics – like if you can say what is causing the satisfaction level to fall down (using the attributes maybe), correlation matrix of the attributes (SEM), pattern or links between attributes and the variety also in turn the links between the attributes and the satisfaction, make it dynamic as in the interrelation between all the variables and not just the numbers for each attribute. After doing this model approve by him before putting on dashboard.

Prepared by,

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Vetted and edited by,

Akshat Agarwal