

Prof Meeting Minutes #2

Date/Time 13th Jan 2017, 10am to 11am

Venue School of Information System, Meeting Room 4.3

Attendees Aishwarya Agarwal & Nasrullah Bin Khairullah

- Agenda**
1. Share our project sponsor's discussion with Prof Kam
 2. Share our secondary research with Prof Kam
 3. Share our initial data exploratory findings with Prof Kam

S/N	Notes/Task	Actor	Follow up Action
1.	As the research paper 'Predictive Analytics of Outpatients' is no longer available in SMU Library Database, Prof Kam advised us to contact Dr Ma Nang Laik directly for the paper.	Nas	To email Dr Ma Nang Laik (Completed: She could not find the actual paper but she offered an alternative research paper "Service Innovation using Analytics for Outpatient appointments")
2.	Prof Kam suggested that we should broaden the motivation for looking into the no-show appointments. It should not just focus on increasing the productivity of the employees but also to reduce the opportunity cost of a patient being unable to book a slot as other patient has booked it and did not attend the appointment.	Zoey, Nas, Aishwarya	To rethink on the reasons for looking into no-show appointments
3.	While it is good that we did our secondary research on no-show appointments, Prof Kam talks about bridging the literature review and our data together. <ul style="list-style-type: none"> • What are the variables that the literature use? • What are the variables that we are missing? • Are we able to obtain these missing variables from our project sponsor? 	Nas	To relook into the literature review and compare it to the data
.	We have identified the variables that have missing values and Prof Kam advised us to consider the models that we are planning to use in order to tackle the missing values.		

