



團隊背景 Background of the Team

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項目背景

親子商場 D·PARK(愉景新城) 深明餵哺母乳媽媽需要，其育嬰室從多方面照顧母親所需，故此連續兩年以最高分連膺「全港最佳育嬰室」。D·PARK 在基本設備，如獨立母乳餵哺室、育嬰室和有關的額外服務等方面全面照顧母親就哺乳時的不同需要表現出色，為母親及小朋友提供一個舒適而方便的环境。此消息對媽媽來說真是一大喜訊！

Background of the Project

The multiple intelligence kids theme park D·PARK (Discovery Park) understands the needs of breastfeeding mothers. D·PARK won "The Best Hong Kong Baby Care Room" for two consecutive years in recognition of its support for breastfeeding and the care to breastfeeding mothers. The provision of independent nursery rooms, breastfeeding rooms and other extra services makes a comfortable and convenient environment to mothers and babies. This is really a great news to mothers!

問題成因

由於有多間獨立育嬰室及母乳餵哺室，管理處同一時間未能安排每一間母乳餵哺室都有一名駐場的育嬰室護理員值班。當顧客需要使用母乳餵哺室時，必須致電給保安室，由保安部致電清潔部再安排同事開門。這樣的安排可造成：

- 顧客有機會在母乳餵哺室外等上數分鐘甚至十數分鐘。
- 投訴等候時間長。
- 插隊進入母乳餵哺室。

Causes of the Problem

The management office was not able to arrange each breastfeeding room a nursery attendant. When customers needed to use breastfeeding rooms, they had to call the security office. Then, the security office would call cleaning department to arrange nursery attendant to open the door. Such arrangement caused:

- Customers needed to wait outside the breastfeeding room several minutes or even ten minutes.
- Complaint for long waiting period.
- Jumping the queue to enter the breastfeeding room.

解決方法

利用了「魚骨分析圖」，以「人（人員）、機（設備）、物（物資）、法（方法）、環（環境）」五大範疇分析問題的根本；作出以下改善方針和策略：

- 安裝哺乳室 On Call 傳呼裝置。
- 哺乳室房門外放上信號發射器，供有需要使用的顧客傳呼育嬰室護理員到場開門。
- 顧客按動信號發射器後，員工身上的傳呼機便會發出聲響及震動，通知育嬰室護理員到場協助。

Solutions

The fishbone analysis was used to analyse the root of the problem and to find out solutions in terms of 'People', 'Equipment', 'Materials', 'Method' and 'Environment'. The solutions were:

- Install an 'On Call' paging system for breastfeeding room services.
- Put a signal transmitter on the entrance wall of the breastfeeding room to call for nursery attendant's help.
- The pager of the nursery attendant vibrates when customer presses the signal transmitter for assistance.

當育嬰室 On call 裝置的初型完成後，進行了數次檢討會議，並歸納了下列的困難（及解決方法）：

- 育嬰室護理員不懂使用儀器及沒有留意震動和裝置無電時的閃光提示（加強培訓如何使用儀器）。
- 身處位置較遠的員工未能收到信號（加裝中途接駁器）。
- 顧客不熟悉如何使用信號發射器（於信號發射器旁加上顧客使用指示）。

When the 'On call' paging system was completed, several review meetings were held and the following difficulties (solutions) were observed:

- Nursery attendant did not understand the use of equipment and did not pay attention to vibration calling signal and the flash indication on low battery level of the system (Strengthen training on the use of the equipment).
- Weak calling signal due to remote location of the nursery attendant from the transmitter (Install mid-way signal amplifier).
- Customer not familiar with the use of the signal transmitter (Add user instruction adjacent to the signal transmitter).

成果及效益

有形得益：

- 相關投訴減少 97%。
- 將投訴轉化為服務。
- 減省人手及工作時間。
- 善用資源。

Achievements & Benefits

Tangible benefit:

- Complaints decreased by 97%.
- Change complaints into services.
- Reduce manpower and working hours.
- Make good use of resources.

無形得益：

- 提升公司及物業管理之專業形象。
- 提高工作效率及熱誠、團隊精神及歸屬感。
- 如此貼心打造的服務，驗證了我們 Artisanal Movement 的精神。

Intangible benefits:

- Enhance the image of the company and the property management profession.
- Improve work efficiency, enthusiasm and sense of belonging of staff.
- This bespoke service provided to our customers is an example of our spirit of the Artisanal Movement.

育嬰室 On call 裝置

