

To Review & Study Process Analysis Receive meals of Students of Tabriz University of Medical Sciences in 2012

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Abstract

Background and Objectives: The Process Analysis Receive meal is one of the most important daily events of university for students and managers. Since this process happens within a limited period during a day and also all students are directly involved in occurrence of this process, principled and correct management are of the main factors of proper performance of this process. The Aim of this research is to review and study Process Analysis Receive meals step by step and Analyze how this Process is take placed and finally offer some strategies for promoting the quality of performing this process at Tabriz University of Medical Sciences.

Material and Methods: The research is accomplished in descriptive-sectional research the questionnaires are filled by students and in-charges of automation section. The Process Analysis Receive meals flowchart of university was drawn after step by step observation. The questionnaires were answered by 60 students randomly. A suggested flowchart was arranged after general and specialized analysis of flowchart in 5W1H method. For analyzing data Excel 2007 Software was applied.

Results: After data analysis it was specified that 55% of students believed that so much time are wasted in this process. Currently, each student spends about 43 minutes for having lunch each day. Although, university has facilitated the possibility of reservation and increasing card validity in internet, but 80% of students do not use this service and mostly are used to refer to self place verbally and make the queues of referees to operators very crowded. After interviewing with manager of food section of university it was specified that an average amount of Rls. 300,000,000/- is allocated daily for students' food by students' deputy and the amount of Rls. 100,000/- is for each student which only 65% of it is supplied by the students and 93.5% is supplied by students' welfare affairs deputy.

Conclusion: The Process Analysis Receive meals of students at Tabriz University of Medical Science is a time consuming process and will result in customers' dissatisfaction. This process can be improved by accomplishing some actions such as distributing catalogues and guidelines for using internet services for charging and reserving food among students, considering encouraging services for students who use the internet service and receive less forgetfulness counters such as discount and monthly lottery. We can reduce the number of referees to operators by considering the abovementioned offers and present Process Analysis Receive meals with a better quality

Keywords: Internet Reservation Of Food, Process Analysis Receive Meals of University, Students' Food, Counters

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