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# ROUND-UP



## SKILLS DEVELOPMENT

# MoH conducts Document Management System training

**MUSCAT:** Dr Ahmed Al Mandhari, the director-general of the Directorate General of Quality Assurance Center at the Ministry of Health, in cooperation with the Institute for Total Quality Management (ITQM), an international consulting and training organisation for Business Excellence from Zurich, Switzerland, conducted a Document Management System (DMS) training in Muscat recently.

During the five-day training, 38 quality management specialists from hospitals, governorates, and the directorates general at the Ministry of Health had the opportunity to learn from experienced international professionals, to acquire skills in DMS, and to become



prepared to build-up or maintain an efficient and effective document management system in their institutions, says a press release.

Al Mandhari said: "The know-how and skills about DMS will help the ministry to support the

oman national strategy and to transform healthcare and government institutions into knowledge-based organisations to support the objective of sustained Excellence."

Makia Al Ajmi, Quality Management specialist at Sohar Hospital,

explained: "One of the most important objectives related to developing an organisation towards excellence is to create an integrated, easy system to manage documents. For example, the accumulation of paper documents can cause errors in doc-

umentation and information. An electronic DMS can get rid of such errors and can ensure access to required documents within seconds." Suad Bait Maghrab from Sultan Qaboos Hospital in Salalah said: "I liked the DMS training very much, as it gave us the know-how and skills to support the country's strategy to develop our organisations towards e-government. I am looking forward to attending more trainings with ITQM."

Dr Karl J. Koller, CEO of ITQM, said, "In order to develop an organisation towards excellence, all employees have to be empowered by being given the methods and tools they need so they can make changes and improvements possi-

ble. Therefore, all employees have to be supported with more training opportunities, to gain new know-how and skills for continuous improvements. It is a matter of fact that the best organisations invest in their people up to 120 and more hours of training per employee per year. This is one of the main reasons why these organisations became the best." He further said that other ministries in Oman are now also becoming more interested in ITQM's 'Minds-on/Hands-on' document management system training and other excellence trainings offered by ITQM. In addition to the in-house trainings, ITQM also offers public certificate trainings in Muscat.