

WHO CAN COME TO THE CLINIC?

You are cordially invited to our clinic if you are..

- Involved in patient satisfaction survey using SERVQUAL KKM method;
- Unable to analyze the patient satisfaction survey using SERVQUAL KKM method;
- Facing difficulties in preparing report using SERVQUAL KKM;
- Interested to know further on SERVQUAL KKM online ;

WHAT ARE THE BENEFITS

- ❖ Increase your understanding on SERVQUAL KKM
- ❖ Learn how to analyze your result using SPSS
- ❖ Get to know how to present the result
- ❖ Get to know how to use the ihmkkpform.moh.gov.my and ihmkkportal.moh.gov.my for hospital survey

THINGS TO BRING

- Laptop(installed with SPSS software)
- Data patient satisfaction using SERVQUAL

Walk in or you may contact our officers for appointment:

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SERVQUAL KKM CLINIC



19-21 NOVEMBER 2014,
ZAMRUD TUTORIAL ROOM, MEZZANINE
FLOOR (G),
INSTITUTE FOR HEALTH MANAGEMENT

LIMITED TO 5-8 PERSONS PER SESSION

HOURS

19 NOV (WED): 9 am to 12 pm (1ST SESSION)
20 NOV (THU): 9am to 12 pm (2ND SESSION)
21 NOV (FRI): 9 am to 12 pm (3RD SESSION)