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Designing and constructing multi-types of physiotherapy specializations center through applying a novel approach of Quality Function Deployment (QFD), Kano Model and Quality Control (QC) tools

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It is a splendid conducted research involving a smashing combination between 7 specialties in 2 countries: Kuwait and Amman. The specialties are: Rehabilitation doctors, physiotherapists, biomedical engineers, staff nurses, chemical engineers, architectural engineering and industrial engineers. This research represents a case study of designing and building a new specialized rehabilitation and physiotherapy hospital. In the concept design stage, we utilized the industrial engineering principles represented by QFD, Kano model to collect information about the required departments and medical equipment to be installed. We applied QC tools represented by control chart, histogram and Pareto chart to verify the accuracy of the provided information before presenting it to the architect to prepare the concept design drawings. By applying QFD and Kano model, we built a so called house of quality (HOQ). This HOQ represents the perspectives of rehabilitation doctors, physiotherapists, biomedical engineers, staff nurses, and chemical engineers regarding the departments and medical pieces of equipment quantities in the hospital. This novel approach deeply illustrated the end users' necessities and reflected an efficient design and project time saving.

Biography

Mohammed Rawashdeh has completed his MSc within just 3 semesters instead of 5. His Master's thesis was awarded the Scientific Research Support Fund for the Best Master Thesis in the field of Management in 2012. He is now working as Senior Biomedical Equipment Specialist in one of most reputable hospital designing and construction companies in Kuwait. He has published more than 10 papers in reputed journals.

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