



## SELECTION OF OPPORTUNITIES FOR IMPROVEMENT



21 drafted court documents

➔ **976 errors** in the first drafts Court documents (CDs)

- Deputy Public Prosecutor (DPP) will be based on the CDs for approval or sanction to prosecute.
- The meticulousness of CDs is vital since they are presented in court during case mentions.
- Any undetected errors could lead to the DPP denying consent or sanction to prosecute. If such errors are presented to the judge, it might result in a Discharge Not Amounting to Acquittal (DNAA), requiring the legal process to restart and the cases to be re-registered.

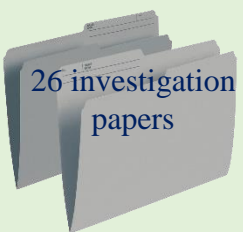
## KEY MEASURES FOR IMPROVEMENT

- The improvement key indicator was the average number of errors detected in investigation papers.
- The target, consensused by the Pharmacy Enforcement Branch: ≤ 20 errors per investigation paper.

## PROCESS OF GATHERING INFORMATION

- A cross-sectional study used universal sampling was conducted from February to May 2024 where all investigation papers submitted for review by the investigation unit were analysed.
- Data to identify contributing factors were gathered using a self-created form.

## ANALYSIS AND INTERPRETATION

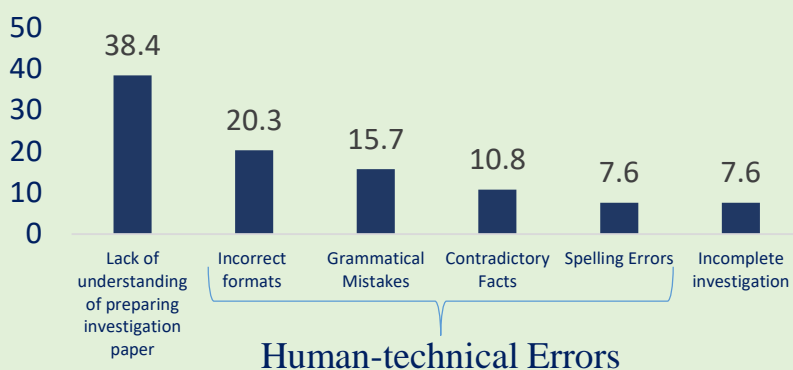


26 investigation papers

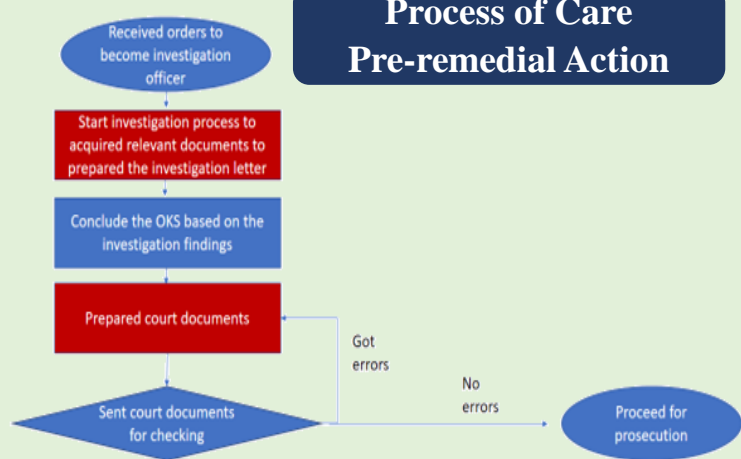
➔ **807 errors** in the first drafts Court documents (CDs)

Pre-remedial study

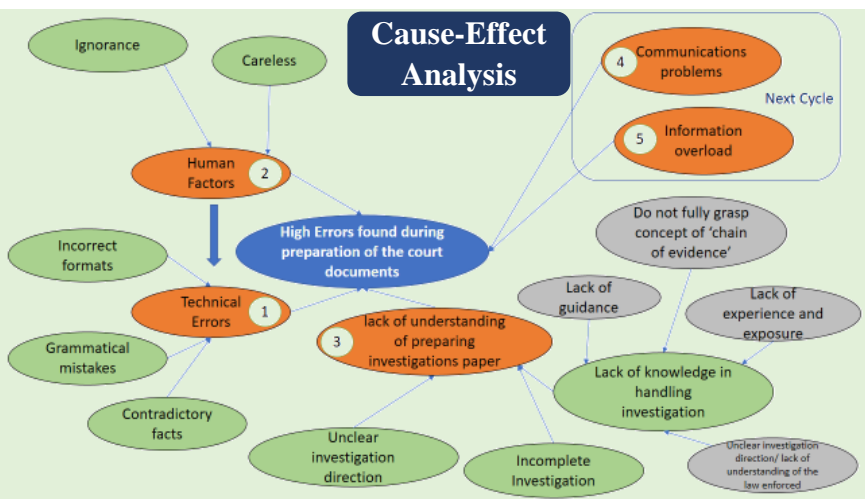
Contributing Factors(%)



## Process of Care Pre-remedial Action



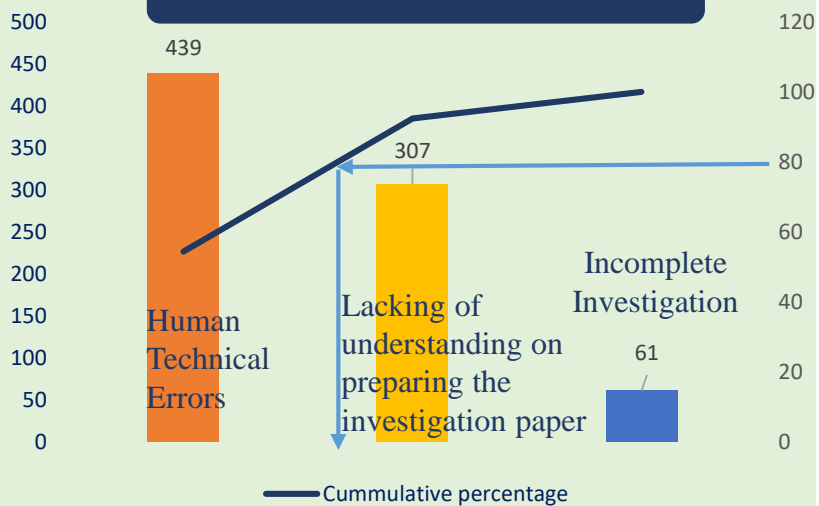
## Cause-Effect Analysis



## STRATEGIES FOR CHANGE

1. Establishing an e-court documents system (ECDS) to provide formatted court documents, reducing human-technical errors.
2. Updating the standard procedures for preparing court documents by focusing on investigation directions.
3. Additionally, continuous education for new officers on investigation procedures will be conducted to minimise errors and enhance document preparation quality.

## Pareto Chart



## EFFECT OF CHANGE

- Following a three-month implementation of remedial actions, post-remedial action data will be collected from September to November 2024.

## THE NEXT STEP

- The next step will be determined after assessing the effectiveness of the strategies and remedial measures implemented during the first cycle.