

A STUDY ON QUALITY ASSURANCE IN PATIENT SAFETY WITH SPECIAL REFERENCE TO ROYAL CARE SUPER SPECIALITY HOSPITAL, COIMBATORE

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ABSTRACT

Patient safety is one of the overarching goals of patient care and quality management. It is the responsibility of every hospital and Healthcare Centre to perform a dual-task of keeping patients well and safe while providing Healthcare. There remains a relationship between Patient Safety culture and patient safety practice because it directly affects the patient's health outcome. Hence health care organizations must develop an environment of a safety culture based on sound scientific principles to ensure the safe delivery of Healthcare. The objective of this study is to study on Quality Assurance in Patient Safety with special reference to Royal Care Super Speciality Hospital, Coimbatore. It also helps to understand the awareness level of the patient safety and quality assurance practices in the hospitals. Descriptive research method and convenience sampling technique have been adopted in the study. Primary data and secondary data have been used to collect the data. Questionnaire has been framed to collect the primary data. The sample size of the study is 100. Simple percentage analysis, Chi square analysis and correlation have been applied to reach the findings of the study. It found that quality assurance programs not only help hospitals improve clinical outcomes but also offer an effective way to increase staff engagement by inviting team members at every level to provide their input and help improve the hospital as a whole. . It is concluded that there is patient safety inside of the hospital Royal Care Super Speciality Hospital, Coimbatore. In order to obtain the patient safety, there must be well structured quality assurance policies and its effective implementation. The hospital must build strong committee to monitor the safety concerns.

Keywords: .Patient Saftey Quality Management Health care Center perform Questionnaire has been framed to collect the primary data.

INTRODUCTION

A patient is any recipient of health care services performed by healthcare professionals. The patient is most often ill or injured and in need of treatment by a physician, nurse, psychologist, dentist, veterinarian, or other health care provider. An outpatient (or outpatient) is a patient who is hospitalized for less than 24 hours. Even if the patient will not be formally admitted with a note as an outpatient, they are still registered, and the provider will usually give a note explaining the reason for the service, procedure, scan, or surgery. An inpatient (or in-patient), on the other hand, is "admitted" to the hospital and stays overnight or for an indeterminate time, usually several days or weeks, though in some extreme cases, such as with coma or persistent vegetative state, patients can stay in hospitals for years, sometimes until death. Treatment provided in this fashion is called inpatient care. The admission to the hospital involves the production of an admission note. The leaving of the hospital is officially termed. discharge, and involves a corresponding discharge note.

1.1 Need and Significance of the Study

The research study entitled, "A study on Quality Assurance In Patient Safety with special reference to Royal Care Super Speciality Hospital, Coimbatore" will help to understand the safety of

the patient in a meaningful way. It also helps to understand the awareness level of the patient safety and quality assurance practices in the hospitals. The research findings of this study will help the hospitals to frame certain strategies to improve the quality assurance in patient safety for their service. It will help the hospitals to increase the promotional strategies in future. The scope of the study is confined to Coimbatore.

1.2 Ambulance Service & Prehospital Care

Royal Care Hospitals aims at delivering the most versatile, efficient and effective Prehospital care to patients requiring urgent transportation of sick patients. Strict accepted global guidelines for safe transportation is carried out. Doctors and paramedics well trained in the field of Emergency medicine accompany the patients enroute to the hospital. The ambulances are fully equipped to handle all emergencies.

1.2.1 Blood Bank

Blood banking and Transfusion medicine are an important service of RCSSH. The Blood Bank meets all the blood product requirements that the high volume of surgeries demand. Computers are used in the Blood Bank for record keeping, quality control, and blood inventory and test results. Test orders, test reporting and specimen collection are also computerized. Transfusion medicine is an integral part of patient management. Department of Transfusion medicine at the RCSSH has expanded its horizons from blood collection and component preparation to apheresis and advanced testing in immunohematology. In addition to the serological tests, they are in the path of implementing Nucleic acid testing (NAT testing) for HIV, HBV and HCV, a highly sensitive and specific test for viral nucleic acid detection.

1.2.2 Healthcare Market Size in India

The Healthcare Industry in India was estimated at INR 18.8 trillion and it is expected to reach INR 25 trillion by 2022. The industry is expanding at a CAGR of 22% till 2022. The market is growing due to rising disposable income, an ageing population, and changing illness profiles. The Ayushman Bharat initiative has also strengthened the healthcare system, from primary to tertiary

care. In terms of revenue, the hospital sector was valued at INR 7940.87 Bn in FY 2021. It is expected to reach INR 18,348.78 Bn by FY 2027e, expanding at a CAGR of ~18.24% during the FY 2021 – FY 2027e period.

1.2.3

Pharmaceuticals

The current market size for pharmaceuticals in India is US\$41 billion, and is expected to reach US\$130 billion by 2030. The Indian pharmaceutical sector is the third largest in the world, with cost of production approximately 33 percent lower than in the US. According to data from the World Trade Organization (WTO), India ranked third globally in terms of volume of exports and 11th globally with respect to the value of exports in 2019. Forecasts suggest that Indian pharmaceutical exports will continue to rise, and the country is ready to become a pharmaceutical export hub. Between 2016 and 2020, India's pharma exports grew at a CAGR of 5.98 percent, amounting to US\$16.29 billion in FY 2020.

1.2.4 PATIENT SAFETY PRACTICES

Patient safety practices have been defined as “those that reduce the risk of adverse events related to exposure to medical care across a range of diagnoses or conditions.” This definition is concrete but quite incomplete, because so many practices have not been well studied with respect to their effectiveness in preventing or ameliorating harm. Practices considered to have sufficient evidence to include in the category of patient safety practices are as follows: Appropriate use of prophylaxis to prevent venous thromboembolism in patients at risk; Use of perioperative beta-blockers in appropriate patients to prevent perioperative morbidity and mortality; Use of maximum sterile barriers while placing central intravenous catheters to prevent infections; Appropriate use of antibiotic prophylaxis in surgical patients to prevent postoperative.

1.3 TYPES OF PATIENT SAFETY ISSUES

Patient safety issues are wide-ranging: Infections as a result of medical procedures; Resistance to antibiotics, developed through overmedication; Slip-and-fall accidents among

patients in a hospital or long-term care facility Failure to implement personal protective equipment at appropriate times Failure to ensure proper standards of sanitization in clinical facilities or patient rooms Errors with the prescription, administration, or management of medications Care transition and discharge problems, usually stemming from poor communication

1.4 IMPORTANCE OF PATIENT SAFETY:

- One of the primary benefits of patient safety efforts is that they yield higher standards of clinical care. For example, safeguards against misdiagnosis ensure that patients are treated for the correct underlying condition; they help providers ensure they're treating the root illness, not just a peripheral symptom or side effect. These efforts, along with enhanced hospital discharge procedures, can improve care for patients with chronic conditions as well as help lower hospital readmission rates. Additionally, a patient safety program can help ensure that all of a patients' physical and emotional needs are taken into account, even if their treatment involves a prolonged stay in a healthcare facility.
- **1.4.1 To understand the leadership commitment**
- Sampling is a method that allows researchers to infer information about a population based on results from a subset of the population, without having to investigate every individual. Reducing the towards patient safety → To analyse the safety process and resources in the hospital → To measure the working conditions towards patient safety → To obtain suggestions from the respondents to enhance the patient safety for quality assurance in the hospital .

1.4SECONDRYOBJECTIVE:

- To study the proper commitment of Documentation service to the V.O. Chidambaranar Port Authority
- To study the cargo agencies how to manage the documents for shipment.
- To study the availability of marine transaction about cargo documentation.
- To study the process and difficulties documentation for export and import a product. .

1.5 Sampling Method;

number of individuals in a study reduces the cost and workload, and may make it easier to obtain high quality information, but this has to be balanced against having a large enough sample size with enough power to detect a true association. Samples were selected using Convenience sampling technique.

1.5.2 Sample size:

Sample size refers to the number of item to be selected form universe to constitute the sample. Here sample size taken for the study is 100 respondents from the patients of Royal Care Super Speciality Hospital, Coimbatore.

1.6 INDUSTRY PROFILE;

healthcare system. The health care industry, or medical industry, is a sector that provides goods and services to treat patients with curative, preventive, Tuticorin rehabilitative, or palliative care. The modern health care sector is divided into many sub-sectors and depends on interdisciplinary teams of trained professionals and paraprofessionals to meet the health needs of individuals and populations Hospitals are an important part of India's.

1.6.1 CORRELATION ANALYSIS:

Correlation analysis deals with the association between two or more variables. It does not tell anything about cause and effect relationship. Correlation is describd or classified in several

different ways. Karl Pearson's method is popularly known as Pearson's coefficient of correlation. It is denoted by the symbol 'r'.

1.6.2 Protecting Sensitive Patient Information:

Patient safety also involves informational safety. A primary goal of a patient safety initiative is ensuring that all sensitive patient information related to their medical history or finances is kept secure. This helps save the patient from embarrassment, frustration, or financial loss, and helps the organization guard against potential regulatory issues.

1.6.3 RESEARCH DESIGN:

- Research design is the plan, structure, and strategy of investigation conceived so as to obtain answer to the research question and control the variance. Research design is one of the important steps in marketing research. It helps in establishing the manner researchers go about to achieve the objectives of the study.

1.6.4 MISSION:

- To be the preferred distribution hub of India.
- To provide efficient seaport logistic for providing best value to our customers.
- To augment capacity by developing international standard Port infrastructure and installing State-of-the-Art handling equipment's.
- To ensure quick turn-around of vessels by providing facilities, up gradation of equipment's for efficient handling of cargo.

1.6.5 VALUES:

- Total satisfaction of customer.
- Partnership with stakeholders.
- Commitment to Quality and Team Work.
- Fairness, Accountability and transparency in work.
- Consideration for social and natural environment.

- Value addition through productivity, safety and security.

Considering the vision, mission and values, to provide efficient seaport and logistics service to best value of the customers and Results Framework Document was prepared to achieve the targets in the heads of following as per Ministry of Ports, Shipping and Waterways guidelines.

- To augment capacity of the Port by developing International Standard Infrastructure and installation of modern equipment.
- To improve the draught in-front of the berths to handle bigger size vessels according to the requirement.
- To provide efficient, prompt, safe and timely service to the trade at the optimum cost. - To enhance road and rail facility to improve speedy and safe evacuation of cargo facility.
- Continually improve the services to meet the expectations of the Port Users, Trade, Employees, Pensioners and the Society by improving the Corporate Social Responsibility.
- To provide cost effective operations through deep draft berths, highly mechanized and dedicated cargo handling facility.
- To improve the green cover in the Port Premises to maintain eco-friendly environment.

2. REVIEW OF RELATED LITERATURE

R. Manzanera

To analyze whether the results on quality assurance and safety culture in a healthcare organization are related to and affected by the actions implemented. Setting: Health Insurance of Work-related Accidents and Occupational Diseases. Methods: The study was conducted as a longitudinal observational study that analyzed the relationship of the Safety Culture and Quality Assurance measurements. Participants who were involved came from small centers with less than eight workers, big centers, and those centers with quality coordinators. Data were collected during the years 2015 and 2016. Results: A total of 595 healthcare professionals responded in 2015 and 491 in 2016. The scores showed a positive progression both in Quality Assurance and in Safety Culture. Hence, the gradient of improvement in quality was greater compared to that of the safety culture. The assessments of the

quality assurance goals were consistent with the safety culture assessment. Hence, the results on Safety Culture were observed to be more stable over time.

Diego Moya

Quality assurance and patient safety are usually analyzed from different approaches that are directly related. The involvement of front-line professionals in safety is a prerequisite for the achievement of an increased quality environment for patients. Healthcare providers' attitudes, viewpoints, and behaviors in quality, and particularly their safety culture, are crucial for the transformation of healthcare organizations in order to achieve their quality targets, including patients' satisfaction. Patient Safety Culture has been defined as the product of individual and group values, attitudes, competencies, and patterns of behavior that determines their commitment, style, and proficiency with the organization's health and safety programs. The safety culture of a health center offers an indirect means for its involvement in quality. Poor involvement of professionals in safety has negative consequences for patients.

The patient safety culture measure has been extended in recent years and its impact on results has been analyzed. However, only a few studies have analyzed the relation between safety culture, objective quality, and perceived quality by patients. Most of these studies have been carried out through cross-sectional methodologies with the expectation that the results would have implications for directives and professionals in the management of the 19

Fatma Al-Jabri

This study aimed to examine (1) patients' and healthcare professionals' perspectives on overall quality of care and patient safety standards at two tertiary inherent risks in health activities. However, carrying out measurements may not be enough if it is not accompanied by specific interventions to achieve sustainable changes over time and improvements in patient care. Measuring quality and safety achievements from healthcare providers' viewpoints on those aspects of care that need to be improved can contribute to achievement of higher quality care. In this study, a comparison of quality achievements and safety culture measures was conducted in a health organization,

in this case, the Mutual Insurance of Work-Related Accidents and Occupational Diseases.

Pamela H. Mitchell.(2018) nursing's responsibility in patient safety in narrow aspects of patient care, for example, avoiding medication errors and preventing patient falls. While these dimensions of safety remain important within the nursing purview, the breadth and depth of patient safety and quality improvement are far greater. The most critical contribution of nursing to patient safety, in any setting, is the ability to coordinate and integrate the multiple aspects of quality within the care directly provided by nursing, and across the care delivered by others in the setting. This integrative function is probably a component of the oft-repeated finding that richer staffing (greater percentage of registered nurses to other nursing staff) is associated with fewer complications and lower mortality. While the mechanism of this association is not evident in these correlational studies, many speculate it is related to the roles of professional nurses in integrating care (which includes interception of errors by others—near misses), as well as the monitoring and surveillance that identifies hazards and patient deterioration before they become errors and adverse events.

Merriam Webster Dictionary (2018) Quality assurance (QA) is 'a program for the systematic monitoring and evaluation of the various aspects of a project, service, or facility to ensure that standards of quality are being met'. Within the healthcare system all healthcare worker concepts of informed consent, informed refusal, healthcare laws, policy programs, and regulations. The present review, furthermore, outlines measures and policies that management and administration implement and enforce, respectively, to ensure patient centered care. We, conclusively, explore prototype policies such as the Delivery System Reform Incentive Payment Program that imbues the elements of quality management frameworks, Hospital-Acquired Conditions Reduction Program that supports patient safety, and Hospital Readmissions Reduction Program that focuses on curbing readmissions.

Fatma Al-Jabri (2021) This study aimed to examine (1) patients' and healthcare professionals' perspectives on overall quality of care and patient safety standards at two tertiary

hospitals in Oman and (2) which demographic characteristics are related to the

3. RESEARCH METHODOLOGY

3.1 INTRODUCTION

This part explains the methodology used in this study. The methodology includes sources of data. Sample size, area of the study and framework of analysis.

3.2 RESEARCH DESIGN

Research design is the plan, structure, and strategy of investigation conceived so as to obtain answer to the research question and control the variance. Research design is one of the important steps in marketing research. It help in establishing the manner researchers go about to achieve the objectives of the study..

3.3 SAMPLING METHOD

. Sampling is a method that allows researchers to infer information about a population based on results from a subset of the population, without having to investigate every individual. Reducing the number of individuals in a study reduces the cost and workload, and may make it easier to obtain high quality information, but this has to be balanced against having a large enough sample size with enough power to detect a true association.

3.4 Population

The aggregate elementary units in the survey are referred to as the population. Here it covers the entire out patients of Royal Care Super Speciality Hospital, Coimbatore.

3.5 SAMPLING SIZE:

Sample size refers to the number of item to be selected from universe to constitute the sample.

Here sample size taken for the study is 100 respondents from the patients of Royal Care Super Speciality Hospital, Coimbatore.

3.6 METHOD OF DATA COLLECTION

The data for this study are of two types:

- Primary data
- Secondary data

3.6.1 PRIMARY DATA: Primary data refers to the information obtained firsthand by the researcher on the variables of interest for the specific purpose of study. In case of descriptive research primary data can be obtained through observation or through direct communication with respondents in one form or another or through personal interviews or through questionnaires. Questionnaires were employed to collect data.

3.6.2 SECONDARY DATA

Secondary data refers to information gathered from sources already existing. Some sources of secondary data are data available from previous research, information available from any published or unpublished sources available either within or outside the organization, library records, online data, websites and the internet. The secondary data of information of this study were obtained through web sites, books, annual report, and internet.

3.7 STATISTICAL TOOLS

The following statistical tools are used in the study

- Percentage Analysis
- Chi – square test
- Correlation
- ANOVA

4. ANALYSIS AND INTERPRETATION

4.1 PERCENTAGE ANALYSIS

The percentage method was extensively used for finding various details as mentioned in the chapter of analysis and interpretation. It can be calculated as follows.

GENDER

S.NO	Gender	No. of Respondents	Percentage (%)
1	Male	145	94.2
2	Female	9	5.8
Total		154	100

INTERPRETATION

The above table shows that out of 154 respondents, 145 (94.2%) of the respondents are male and the remaining 9 (5.8%) of the respondents are female. Majority 154 (94.2%) of the respondents are male.

4.2 CHI – SQUARE

The Chi-square test is an important test amongst the several tests of significance developed by statisticians. Chi-square is a statistical measure used in the context of sampling analysis for comparing a variance to a theoretical variance. As a non-parametric test, it can be used to determine if categorical data shows dependency or the two classifications are independent.

χ^2 is calculated as follows:

$$\chi^2 = \sum (\text{O}-\text{E})^2/\text{E}$$

Relationship between Year of experience and Import General Manifest document is Must for Import

Hypothesis Testing:

Null Hypothesis (H₀):

There is no significant Relationship between Year of experience and Import General Manifest document is Must for Import.

Alternative Hypothesis (H₁):

There is a significant Relationship between Year of experience and Import General Manifest document is Must for Import.

Case Processing summary						
	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Year of Experiences * IGM Is Must for Import	154	99.4%	1	0.6%	155	100.0%

Year of Experiences * IGM Is Must for Import Crosstabulation					
Count					
		IGM Is Must for Import			
		May be	No	Yes	Total
Year of Experiences	10 years above	20	14	21	55
	6 to 10 years	13	20	21	54
	below 5 years	11	9	25	45
Total		44	43	67	154

Chi-Square Tests			
	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.682 ^a	4	0.154
Likelihood Ratio	6.492	4	0.165
Linear-by-Linear Association	3.007	1	0.083
N of Valid Cases	154		
a) 0 cells (0.0%) have expected count less than 5. The minimum expected count is 12.56.			

INTERPRETATION

From this test, the minimum expected count is 12.56. but low cells have expected count less than 5.so, Null hypothesis is rejected, accepted the alternative hypothesis. There is significant Relationship between Year of experience and Import General Manifest document is Must for Import.

4.3 CORRELATION ANALYSIS

Correlation analysis deals with the association between two or more variables. It does not tell anything about cause-and-effect relationship. Correlation is described or classified in several different ways. Karl Pearson's method is popularly known as Pearson's coefficient of correlation. It is denoted by the symbol 'r'.

$$r = \frac{\sum XY}{\sqrt{(\sum X^2)(\sum Y^2)}}$$

Relation between Filing the General Manifest Document is Easy and Filing the Bill of Lading Document is Easy in the documentation process.

Hypothesis Testing:

Null Hypothesis (H₀):

There is no significant relationship between Filing the General Manifest Document is Easy and Filing the Bill of Lading Document is Easy in the documentation process.

Alternative Hypothesis (H₁):

There is significant relationship between Filing the General Manifest Document is Easy and Filing the Bill of Lading Document is Easy in the documentation process.

Correlations			
		Filing the General Manifest Document is Easy in the documentation process	Filing the Bill of Lading Document is Easy in the documentation process
Filing the General Manifest Document is Easy?	Pearson Correlation	1	.332**
	Sig. (2-tailed)		<0.001
	N	154	154
Filing the Bill of Lading Document is Easy?	Pearson Correlation	.332**	1
	Sig. (2-tailed)	<0.001	
	N	154	154

INTERPRETATION

The above table shows that, Coefficient of correlation between relationship between Filing the General Manifest Document is Easy and Filing the Bill of Lading Document is Easy in the documentation process after obtain is 0.332. It is below 1. So, there is positive relationship between Filing the General Manifest Document is Easy and Filing the Bill of Lading Document is Easy in the documentation process..

4.4 ONE-WAY ANOVA

Examination of change, or ANOVA, is a solid measurable method that is utilized to show contrast between at least two methods or parts through importance tests. It likewise shows us an approach to make numerous examinations of a few populaces implies. The Anova test is performed by looking at two sorts of

$$F = \frac{MST}{MSE}$$

variety, the variety between the example implies, just as the variety inside every one of the examples. Beneath referenced recipe addresses one-way Anova test measurements:

Relationship between years of experience and The Letter of the Credit is Required for Obtaining an Export License

Hypothesis Testing

Null Hypothesis (H₀):

There is no significant different between years of experience and The Letter of the Credit is Required for Obtaining an Export License.

Alternative Hypothesis (H₁):

There is significant different between years of experience and The Letter of the Credit is Required for Obtaining an Export License.

ANOVA					
The Letter of The Credit Is Required for Obtaining an Export License					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	0.347	2	0.173	0.204	0.816
Within Groups	128.335	151	0.850		
Total	128.682	153			

INTERPRETATION

The above table shows that the P value (0.816) is more than 0.05. so, there is no significant. sum of squares within group between groups values have 0.347 and 128.335 respectively based on The Letter of The Credit Is Required for Obtaining an Export License with respect to the year of experience of the respondents. hence accepting alternative hypothesis. Thus, rejecting null hypothesis.

5.FINDINGS

- ✓ Majority of the respondents are male Employees.
- ✓ Majority of the clients are Experienced.
- ✓ Employees are agreeing that the Letter of The Credit Is Required for Obtaining an Export License.
- ✓ Majority of the clients said the Export General Manifest document is must for an Export.
- ✓ Majority of the clients Agree that coal is mostly Exported.
- ✓ Majority of the clients Agree that Bill of Entry is required for Import Transaction.
- ✓ Most of the Employees Strongly Agree that Invoice is Required to fulfil the Custom Formalities.
- ✓ Most of the Employees said yes, The Documentation Process Plays a Major Role in Shipping.
- ✓ Majority of the clients Faced many critical challenges During Pandemic Period while Export or Import Documentation.
- ✓ Most of the Employees Said the Documents are prepared by CHA Agents.
- ✓ Majority of the clients Strongly Disagree that Filling the bill of lading Document is not easy.
- ✓ Majority of the clients Strongly Disagree that Filling the General Manifest document is easy.
- ✓ Most of the Employees said the Import General Manifest document is must for an Import.
- ✓ Most of the Employees Faced many Problems while fill the documentation.

- ✓ Majority of the clients said the ICE GATE Website are very useful for the documentation Process.
- ✓ Most of the Employees said Some Errors in during process of documentation.
- ✓ Majority of the clients said the Importer's agent files the bill of lading before ship enters into the customs area.
- ✓ Most of the Employees said Yes, we are Facing EPCG Custom agreement problem.

6. SUGGESTIONS

The Import Export business actually runs 24*7 so one needs to be active all the time. It might happen that you become inactive after your office hours but the world is working during those hours so unless you have a proper strategy it would be difficult. Knowing the sales goals will help you to have a track and at the same time eliminate mistakes. A common guidance document needs to be developed for the control of illegal traffic. Each government is interested in making foreign currency and so they would be offering some good offers. The government does have various resources and they can be of great help. Update of technology with respect to documentation should be strictly practiced. The VOC Port Authority documentation procedure should be standardized and clients should be avoiding delays of submission. It would be desirable if firm complex implements online filling of the shipping bill. this is leads to reduce paper work and the time involved in transactions can be reduced.

7. CONCLUSION

Ship cargo industry is one of the sectors of the Indian economy and has been growing since liberalization and globalisation of trade policy. The present study makes an attempt to analyse the majority of clients said the efficiency of custom documentation activities in cargo traffic department. In this port ultimately results in reduction of corruption and increase of ship cargo traffic. V O C Port authority has been over the years being a prime exporter of vaccines to various countries. Company has good reserves and high credibility in foreign

market due to which it is not facing problem related to foreign exchange risk and recoveries from importers' abroad. The company has kept itself in accordance with the latest change in the technology. It has now upgraded with EDI system of the filling documents to customs. Documentation is one of the most important aspects of overseas trade. The present procedure and documentation process, though simplified over a period of time is still lengthy and complicated. Export import procedure and documentation in India that is in place to protect all the parties involved in the business.

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