

## EXECUTIVE SUMMARY

Education act as a backbone of a Nation. Sri Lanka is an island located in the South Asian Region which offers free general education to the public in ages between 5-16 years. The system of general education is funded and managed at the national level by the Ministry of Education and at the provincial level by nine provincial Ministries of Education. About 350 National schools, located island wide play a major role in providing the general education to the future generation of the country. Maliyadeva College is one of the outstanding national school in the country which contributes towards this process. Character certificate is one of the important record or a document an education institute provide to its students. Ensure of the validity and the accountability for all the information included in it is essential before it provided to third party without any delay, as it carries the reputation of the school in the public. This project focuses on the timely completion rate and the delays of character certificate issuing process of the Maliyadeva College and to enhance the productivity of that process through reducing the time consumes to produce it.

Maliyadeva College, which is the considered as the most popular and largest National School in the North Western Province is located in the middle of the Kurunegala City plays a vital role in order to provide a quality service to the children all over the country with its Vision and Mission along with the unique Buddhist culture. The college has its own set of strengths, weaknesses, opportunities and threats and the administrative activities contributes a significant portion towards this current situation of the school. Hence the character certificate issuing process is identified as one of the major course affected on the productivity of the administrative activities of the college and the author is directly involving in that process as the Deputy Principal of the college. Therefore author has focused her attention to increase the timely completion rate of character certificate as the objective of this study. The three main factors were identified as the associated cases of this problem and they are; time consuming verification process, rework requests and the higher preparation time. Generally the school administration willing to issue a character certificate within 2 weeks (14 days) from the request form issuing date. Author has calculated the timely completion rate using primary data for 6 months and expected to reach 100% timely completion rate. The main objectives of this study was to find the sustainable solutions to increase the timely completion rate of the process with the aid of new technology.

There are really less number of studies carried out in this aspect in the literature as this is very unique problem to the respective organization. The literature survey was carried out with respect to the main outcome of the study; the character certificate issuing process and the identified three main project components; Database Management, Process Automation and the Process Standardization. And also considerable amount of literature were reviewed according to the techniques used to be done in order to fulfill the objectives of the study. These three main components were derived from the three major types of identified associated problems with the character certificate issuing process of the Maliyadeva College. At the end of the chapter 3, author has demonstrated the technique used to be follow in order to each project component and link them with the findings of the previous studies related to this aspect.

The author proceeded to present the various components of the project, along with the project objectives and suggested techniques to address the identified research problem. The author also clearly outlined the responsibilities of the project team members who will be involved in implementing the proposed solutions, ensuring the achievement of the project objectives. Additionally, the author provided a description of the estimated costs for implementing the proposed solutions and conducted a cost-benefit analysis, highlighting both tangible and intangible benefits of the project and demonstrating its validity in relation to the costs involved. Finally, the author emphasized the project outputs and outcomes, emphasizing their contribution towards the attainment of the project objectives.

Finally a constructive discussion was carried out by the author considering all the project components and how various kinds of theoretical concepts can be used in practice to overcome the research problem of this study. Author then proposed a detailed recommendations and time framework for the implementation of the solutions and it shows that some proposed solutions are to be implemented in short term basis while some are to be implemented in mid-term basis. The proposed solutions by the author in order increase the timely completion rate of the character certificate issuing process will surely enhance the productivity of the process as well as ensure the customer satisfaction too by the January 2025.