



وزارة الصحة ووقاية المجتمع  
MINISTRY OF HEALTH & PREVENTION

مجالس  
المتفاعلين  
CUSTOMER  
COUNCILS

# Customer council for Issue of Permit to Import Medicines from a Local Agent

(Business)

Date: 16/08/2023

Customer happiness – User's experience

## Brief

**Subject:** Customer council for Issue of Permit to Import Medicines from a Local Agent

**Date:** 16/08/2023

**Audience:** Business

**Service:** Issue of Permit to Import Medicines from a Local Agent



## Steps and Procedures

01

Coordinating meetings with customers according to the customers' council plan.

02

Selecting participants that are recommended by the business owner and user experience team.

03

Sending a formal invitation to participants, internal partners, and concerned parties.

04

Meeting with customers, addressing their requirements, and recording their recommendations.

05

Gathering all outcomes in the findings log to proceed with follow-up and action plans.

# Agenda

01



Introduction

02



Participants  
meet-and-greet

03



Discussion session on  
customer preferences  
and experiences  
regarding the topic

04



Challenges and  
recommendations

05



End of  
session



## **Opinions, Recommendations and Suggestions**

A system for scanning invoices and automatically reversing their data in the application submission form.

Suggest creating an Excel form to facilitate the process.

Add space (to comment) at each permission.