



## **Customer council for Issue of Permit to Import Medical Equipment**

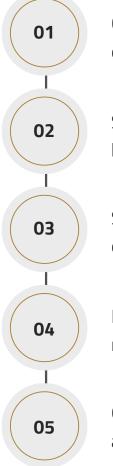
(Business)

Date: 13/11/2023

Customer happiness – User's experience

Brief	Subject: Customer council for Issue of Permit to Import Medical Equipment
	Date: 13/11/2023
	Audience: Business
	Service: Issue of Permit to Import Medical Equipment





Coordinating meetings with customers according to the customers' council plan

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

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

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

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

## Agenda





## Opinions, Recommendations and Suggestions

Add the feature of choosing to pay transactions all at once, instead of paying separately for each transaction.

Suggestion: Auto-save system

Suggestion: Add Excel to fasten the process and it is preferable by the customers