



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Council of Customers for Dispose Pharmaceutical Products as Medical Waste

(Businesses)

On 30-01-2023

Start Service

Title: Council of Customers for Dispose Pharmaceutical Products as Medical Waste

Date: 30-01-2023

Customer Category: Businesses

Service: Dispose Pharmaceutical Products as Medical Waste



Steps and Procedures

01

Scheduling a meeting with drug administration based on the customer communication plan.

02

Selection of customers through the service customer log.

03

Sending a formal invitation to participants and internal partners.

04

Meeting with customers, addressing their requirements, and recording their recommendations along with those of the leadership.

05

Gathering customer insights in the inventory record and monitoring the application follow-up.

Agenda

01



Introduction

02



Participants
meet-and-greet

03



Discussion session on
customer preferences
and experiences
regarding the service

04



Challenges and
recommendations

05



End of
session



**Opinions,
Recommendations
and Suggestions**

Improve the current online system and add a tracking bar and a product display dashboard.

Update the service card.

Activate alerts to warn about impending product expiration.

Glimpses from the Customer Council

