



وزارة الصحة ووقاية المجتمع  
MINISTRY OF HEALTH & PREVENTION

مجالس  
المتفاعلين  
CUSTOMER  
COUNCILS

# Council of Customers for Issuance of a Private Medical Facility License (Warehouse)

(Businesses)

On 01-03-2023

## Start Service

**Title:** Council of Customers for Issuance of a Private Medical Facility License (Warehouse)

**Date:** 01-03-2023

**Customer Category:** Businesses

**Service:** Issuance of a Private Medical Facility License (Warehouse)



## Steps and Procedures

01

Scheduling a meeting with customers based on the customer communication plan.

02

Selection of customers by the service owners.

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**

Add detailed written criteria for application to avoid service delays or refusal.

Add a 101 tutorial to simplify the complexity of the new system.

Amend the service card on the website to solve the difficulty in accessing the requirements and information.