



وزارة الصحة ووقاية المجتمع  
MINISTRY OF HEALTH & PREVENTION

مجالس  
المتفاعلين  
CUSTOMER  
COUNCILS

# Customer council for Registration of A Manufacturer of Medical Products

(Business)

Date: 19/09/2023

Customer happiness – User's experience

## Brief

**Subject:** Customer council for Registration of A Manufacturer of Medical Products

**Date:** 19/09/2023

**Audience:** Business

**Service:** Registration of A Manufacturer of Medical Products



## 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

Add a tracking bar feature to the user's profile to be able to know the status of the order

**Suggestion:** Permit other users to see the certificate in the system.