



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Customer council for Initial and final inspection (private facilities)

Businesses

26-12-2023

Introduction

Title: Customer council for Initial and final inspection (private facilities)

Date: 26-12-2023

Customer Category: Businesses

Service: Licensing for private facility – Inspection process



Steps and Procedures

01

The session was planned based on the customers communication plan.

02

Customers were selected from customers relation management system complaints.

03

The invitations are sent to the external participants and internal teams.

04

The session was held to capture the customer's voice and gather their pain points and challenges.

05

Recording all points in customer voice log.

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

Having an easier communication way between the customers and inspection department.

The flexibility with inspection criteria and requirements.

Avoiding delays with the process to reduce the time and costs for the facility owner

Adjusting the air conditioning measurements to align with the facilities requirements.

Glimpses from the Customer Council

