



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Council of Customers for Licensing of a Pharmaceutical Facility

(Businesses)

On 28-02-2023

Start Service

Title: Council of Customers for Licensing of a Pharmaceutical Facility

Date: 28-02-2023

Customer Category: Businesses

Service: Licensing of a Pharmaceutical Facility



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

Consider extending license validity for up to two years.

Develop a chatbot.

Update service cards.