



وزارة الصحة ووقاية المجتمع
MINISTRY OF HEALTH & PREVENTION

مجالس
المتفاعلين
CUSTOMER
COUNCILS

Customer council for good professional conduct certificate

(Individuals)

Date: 19/12/2023

Customer happiness – User's experience

Brief

Subject: Customer council for Issue of Permit to Import Medical Equipment

Date: 19/12/2023

Audience: Individuals

Service: 1- Applications for a Good Professional Conduct Certificate for Professionals in the Government Health Sector
2- Issue of Good Professional Conduct Certificates for Professionals in the Private Health Sector



Steps and Procedures

01

Coordinating meetings with customers according to the customers' council plan

02

Selecting participants that are recommended from the business owner and user experience team

03

Sending a formal invitation to participants, internal partners and concerned parties.

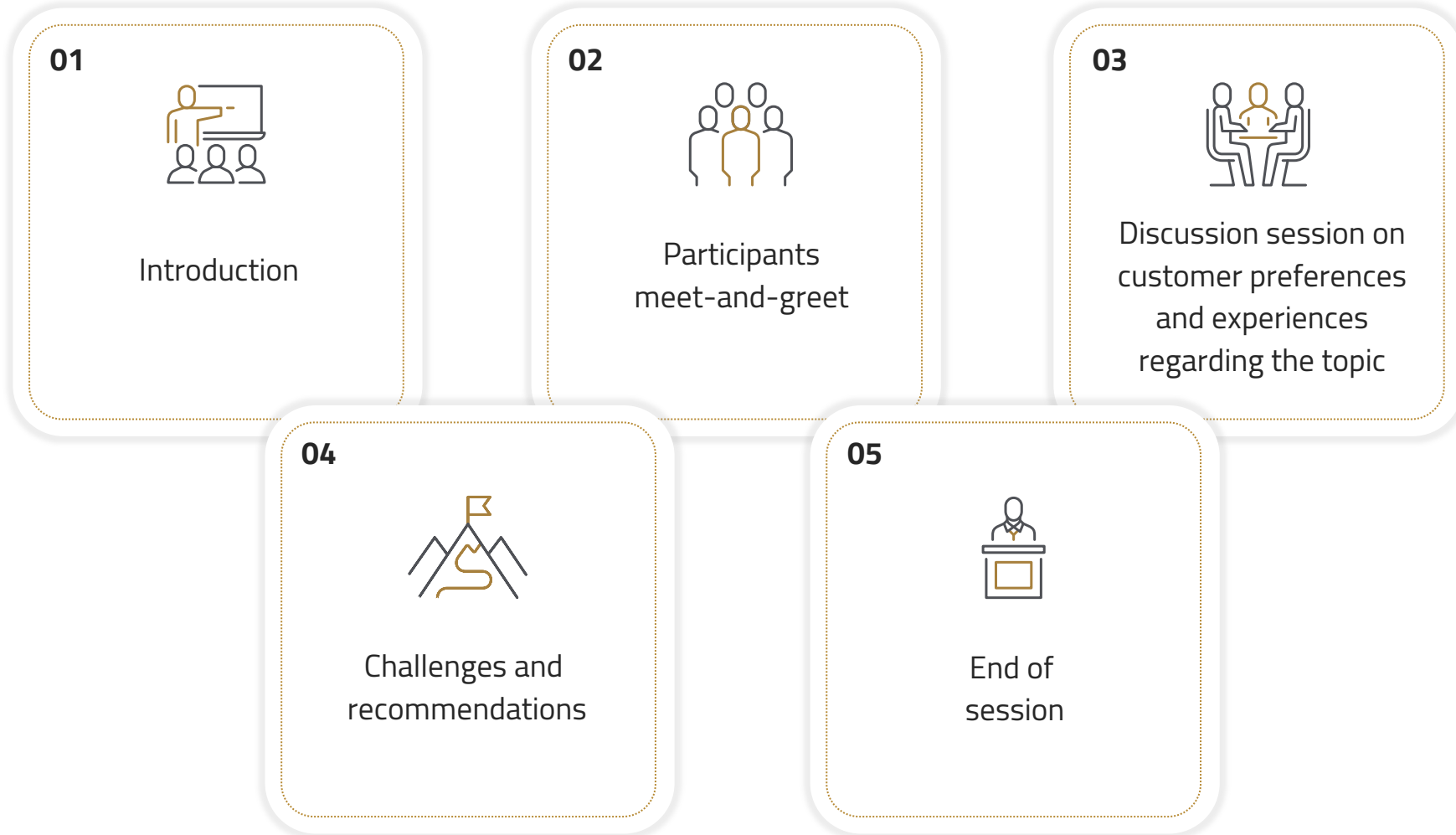
04

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





Opinions, Recommendations and Suggestions

Recommendation: link the licensing and evaluation system with the good professional standing certificate system to facilitate procedures for the customer and employee and save time and effort

Clarifying the information in the service card for the category of professionals working in the government sector with external private company contracts