

Minutes of Meeting

Date: 11 June 2018

Time: 11:25 - 12:40

Location: Board Room, Head Office, Al Fattan Plaza

Attendees	
Name	Department
P. Kamath	Finance
Nishan Anushka K.	Operations
Muhammad Imran	Customer Service
Amir Mostafa Ebadda	Sales
Shaji George	Management
Mohammed Suhail	IT
Muriel Jullado	HR/Admin.
Yathiraj Kotian	HR/Admin.

Matters & Agenda Discussed for Compliance Review			
Responsible Person	Matters & Agenda	Status	Deadline
All	Management Meeting Schedule/Agenda	Closed	N/A
All	Management Level and Tasks	Closed	N/A
All	Pending from last Management Meeting	Closed	N/A
Yathiraj	EID Al Fitr Holiday Confirmation	Closed	N/A
All	Mid-yr Appraisal/SWOT	Closed	N/A
Muriel	Bravo Zulu	Closed	N/A
All	Weekly Management Report	Closed	N/A
All	Remarks	Closed	N/A

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	Management Meeting Schedule/ Agenda	All	Management meeting is to be held every Monday starting after the 15th of July.	Closed	Discussion only, N/A
2	Management Levels and Tasks	All	<p>We have started to get the Management Committee fixed in the first quarter of 2018.</p> <p>A. Operations Manager - (Dilhan Dastakeer) will be joining from July 2018</p> <p>B. HR/Admin/Fleet - (Yathiraj Kotian), to review and look in to process changes for the Dept.</p> <p>C. CS/Retail - (Muhammad Imran)</p> <p>D. Sales functions - (Amir Mostafa)</p>	Closed	Discussion only, N/A
			Every Dept. Head should prepare a report for the Dept.'s previous month's performance		

			(KPI's, challenges faced, etc.) to be discussed on the next Management meeting.		
3	Pending Activities from Last Meeting	All	<p>HO Shifting -</p> <p>1. Newly purchased furniture and equipment asset tagging</p> <p>2. Re-auditing of file registers, and archiving of old files (files at least with 1 year retention period)</p> <p>Signages and Racking in RSCs - to be sorted out and finalized by Imran and Yathiraj.</p> <p>ISO Audit - to be conducted on the first week of August. Each Dept. Head to revisit GAPS and NCs and to make sure that these are closed at the earliest. If GAPS and NCs are not possible for closing, escalate to Shaji, Manshoor Ali, and Mohammed Bhaiyat.</p>	Closed	Discussion only, N/A
4	Eid Holiday Confirmation	Yathiraj	Circular for the Holiday to be communicated between today and tomorrow between KSA and UAE. Amir to confirm with the major and normal customers regarding their Eid timings to align with our Operations, while waiting for the official announcement from the Govt.	Closed	Discussion only, N/A
5	Mid-yr Appraisal/SWOT	All	Mid-yr Appraisal to be finalized on 15th of July 2018. SWOT Analysis, Risk Assessment, and Opportunity Document to be revisited, discussed, and updated on the next Management meeting.	Closed	Discussion only, N/A
6	Bravo Zulu	Muriel	To be followed up and discuss with Ameen regarding changes and implementation for UAE.	Closed	Discussion only, N/A
7	Weekly Management Report	All	Management Report to be sent by Dept. Heads every week discussing updates of their projects, activities, and achievements. This report is to be consolidated bi-weekly and sent to Shaji and Mohannad.	Closed	Discussion only, N/A

8	Remarks	Amir	1. Maintain report of lost/downtrading customers YTD and provide action plan. 2. Lost/Downtrading Customrs report to be sent to Sales Staff every 6 months.	Closed	Discussion only, N/A
		Yathiraj	1. Follow up with JSKM regarding Umm Ramool Office Municipality approval. 2. JAFZA Renewal 3. Leased Printer for JAFZA 4. Spare vehicle for Couriers 5. Remove AVANZA from the fleet 6. Partner to be added in Fleet (to check branding for the same vehicle with Marketing)	Closed	Discussion only, N/A
		Imran	1. Pending things for RSCs 2. Filing Cabinets for RSCs 3. SHJ RSC Refurbishment	Closed	Discussion only, N/A
		Kamath	1. SHJ Customs Account 2. Ask somebody from team to generate and manage all required reports for management	Closed	Discussion only, N/A
		Anushka	1. Locks for Vans (only for LH)	Closed	Discussion only, N/A