

## Minutes of Meeting

**Date:** 17 September 2018      **Time:** 10:00 AM - 1:00 PM      **Location:** SMSA UAE HO Meeting Room, Al Fattan Plaza

### Attendees

Name	Department
Yasser Zahreddine	MGT
Yathiraj Kotian	HRD
Muriel Jullado	HRD
Anushka Kannangara	IBU
Dilhan Dastakeer Mohamed	OPS
Justin Kuriakose	RFN
Lekshmi Pillai	FIN
Shaji George	SLS
Muhammad Imran	CSD/RTL
Amir Mostafa	SLS

### Matters & Agenda Discussed for Compliance Review

Responsible Person	Matters & Agenda	Status	Deadline
Yasser Zahreddine	Introduction of the New CGM	Closed	**
Yasser Zahreddine	Management Meeting Schedule	Closed	**
All	Department Dashboard Presentation	Closed	**

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	Introduction of the New CGM	Yasser Zahreddine	Mr. Yasser has given a brief introduction of himself and has informed everyone of his experience being in the business for 20 years.	Closed	**
2	Management Meeting Schedule	Yasser Zahreddine	Meeting has been rescheduled on the 2nd Thursday of every month, starting with the next meeting on the 11th of October 2018.	Closed	**
3	Department Cashboard Presentation	All	Discussed and focused on most recent achievements and concerns within the Department.	Closed	**
		Operations	To revise report by focusing on eventing, statuses of shipments	Open	11-Oct-18
			-Focus on hiring per location for retails so		11-Oct-18

		Customer Service	<p>as not to spend unnecessarily on employment cost</p> <p>-Discuss on the next meeting if there is a need to decentralize CS from KSA and completely establish an independent Dept. for UAE</p> <p>-Try to revise reports to show the ratio of customer complaints depending on the concerns against the tickets raised</p>	Open	
		Finance	<p>-To provide balance confirmation of all customers by the end of the month to Mr. Yasser</p> <p>-To provide Amir, SOA per territory</p> <p>-Ageing report to be provided to Mr. Yasser regarding revenue, invoice, and billing error</p>	Open	11-Oct-18
		Yasser Zahreddine	-FIN, SLS, & OPS to focus on collecting all the bad debts before the end of the year.	Closed	**