

### Minutes of Meeting

**Date:** 25 May 2017

**Time:** 1200-1330

**Location:** Conference Room, Umm Ramool, Dubai

Attendees	
Name	Department
Shaji George	Sales
John D'Cruz	Operations
Paramananda Kamath	Finance
Anushka Kannangara	IBU
Muriel Jullado	IBU

Matters & Agenda Discussed for Compliance Review			
Responsible Person	Matters & Agenda	Status	Deadline
All Departments	Internal & External Audit	Open	1-Jun-17
Department Heads	Coaching & Mid-yr Evaluation	Closed	25-May-17
Department Heads	Job Description Document	Closed	1-Jun-17
Department Heads	Staff KPI	Open	31-May-17
Muriel Jullado	UAE Org Chart	Open	1-Jun-17
All Departments	Procurement/Purchase Approval	Closed	25-May-17
Department Heads	Growth and Achievements	Closed	25-May-17
Department Heads	Staff Attendance	Closed	25-May-17
Department Heads	SMSA Vehicle Parking	Closed	25-May-17

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	Internal Audit (IT)	Mohammed Suhail	To create (IT) planning and processes that are applicable for UAE based on KSA	Open	25-May-17
			standard processes. IT to be included in the ISO External Audit. Planning to be submitted to Shaji today EOBD.		
	Internal Audit (QRM)	All Departments	Edwin to visit UAE from 4th June to 7th June to conduct a 2nd internal audit in preparation of the ISO External Audit which will happen on 10th-12th July 2017.	Open	1-Jun-17
			Anushka to lead a pre-audit preparation starting next week to make sure that each staff is aware of the documentation,		

			processes, policies, and procedures of		
			SMSA.		
2	<b>Coaching</b>	Department Heads	To identify GAPs of each individual as per the coaching checklist set for each department. Coaching forms to be completed before the 15th-20th of July.	Closed	25-May-17
	<b>Mid-yr Evaluation</b>	Department Heads	Mid-yr evaluation to be conducted by all Department Heads on the appraisal period set 15th-20th of July 2017.	Closed	25-May-17
3	<b>Job Description Document</b>	Department Heads	To review and finalize all JDs of each staff to be signed off to complete HR Employee File.	Open	1-Jun-17
4	<b>Staff KPI</b>	Department Heads	Each department head is to maintain an individual dashboard of their staff to monitor set KPI. Finalized individual dashboards to be sent to Shaji by Wednesday next week. Individual staff KPI will be discussed on the first week of the month during the Management Meeting.	Open	31-May-17
5	<b>UAE Org Chart</b>	Muriel Jullado	Org chart needs to be revised, submitted to QRM and uploaded in GUIDE.	Open	1-Jun-17
6	<b>Procurement and Purchase Approval</b>	All Departments	Operations non-compliance of the process discussed and standard process explained and strict compliance is requested to all Department Heads.	Closed	25-May-17
7	<b>Growth and Achievements</b>	Department Heads	Achievements within the departments shall be discussed on the next meetings to monitor the growth within the company.	Closed	25-May-17
8	<b>Staff Attendance</b>	Department Heads	Management and Staff attendance and late reporting without permission or information was discussed. Going forward Department Heads to monitor. A memo to be created by HR for strict compliance.	Closed	25-May-17

