

## Minutes of Meeting

**Date:** 22 Oct 2017

**Time:** 1000-1330

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

### Attendees

Name	Department
Shaji George	MGT
Paramananda Kamath	Finance
Sohail Babar	Sales
Anushka Kannangara	Operations
Yathiraj Kotian	HRA
Usha Brigomi Muhand.	Sales
Muriel Jullado	IBU

### Matters & Agenda Discussed for Compliance Review

Responsible Person	Matters & Agenda	Status	Deadline
All	<b>Audit Report - Pending Activities</b>	Closed	22-Oct-17
	<b>that needs to be closed</b>		

SN.	Summary of Discussion	Responsible Person	Action Taken	Status	Deadline
1	<b>JD's of 3P Staff</b>	Anushka/Muriel	To incorporate Operations documents from Edwin Ramos with JDs of Heavy Duty Drivers and Helpers. To review and finalize 3P Staff KPIs as well.	Open	22-Oct-17
2	<b>Shipment Handling &amp; Delivery - 3P Staff</b>	Anushka	To finalize process map for 3P Staff Shipment Handling & Delivery.	Open	22-Oct-17
3	<b>Android Trackers</b>	Muriel	To send an reminder to Mohannad regarding the procurement of Android trackers for UAE.	Closed	22-Oct-17
4	<b>Retail Process</b>	Sohail/Shaji/Kamath	To be reviewed and finalized today	Open	22-Oct-17
5	<b>POS Machine for Dragon Mart</b>	Kamath	To be followed up with Finance-HO regarding the approval to use Banking POS in Dragon Mart.	Open	22-Oct-17

6	<b>IT Activities</b>	Muriel	To list down and consolidate all IT pending activities relating to projects and NCs. Reminder to be sent to Mr. Irshad of what can be done from UAE side to finalize and close the activities.	Closed	22-Oct-17
7	<b>Desktop Allocation for Station Agent</b>	Anushka/Muriel	To follow up with HR-HO regarding the Station Agent position and to finalize all equipment allocation for the same	Open	26-Oct-17
8	<b>Trade License Requirements for New Dubai HO</b>	Yathiraj	To gather information from DED regarding Change of Name or Change of Address for new Dubai HO.	Open	29-Oct-17
10	<b>Training Schedule</b>	Muriel	To finalize training schedule by 1st week of December 2017, coordinate with Training Team HO	Closed	22-Oct-17
11	<b>External Training Calendar</b>	Muriel/Justin	Muriel to discuss with Justin regarding mandatory External Trainings that are needed for Operations staff and to incorporate the schedules with the Training calendar	Open	26-Oct-17
12	<b>"Am I driving safely?" Stickers</b>	Yathiraj	Sticker to be finalized with vendors printed with a common SMSA number to ensure monitoring	Open	31-Oct-17
13	<b>Vehicle Policy/Fleet Checks</b>	Anushka/Yathiraj	To review and finalize vehicle policy and to create a signing form stating the responsibility of Couriers for vehicle periodic maintenance	Open	31-Oct-17
14	<b>Key Control Sheet</b>	Muriel/Justin	HO Key Control Sheet to be uploaded on GUIDE. Log sheet for taking key in/out to be utilized with immediate effect.	Open	26-Oct-17
15	<b>IT Checklist on Customers Software Training</b>	Muriel/Sarita	To review process map/guides for Customers using SMSA Systems (SAM, CORE, etc.)	Open	26-Oct-17
16	<b>Responsibility Chart for Supplies</b>	Muriel/Yathiraj	Create a chart of common supplies for procurement, categorized per department and Admin. to monitor max/min quantity	Open	26-Oct-17
17	<b>Signboard Formats</b>	Muriel/Yathiraj	To get Edwin to send all formats of SMSA	Open	31-Oct-17

			signboards. To create a local sample and		
			to be sent to Marketing HO for approval		
			of local production.		
18	Visitor Filing	Muriel/Yathiraj/Justin	Daily Visitor Log sheet to be communicated	Open	31-Oct-17
			to security and to be maintained by Admin.		