

Meeting Title/ Name:		Kuwait Gateway						
Date:	15-Feb-2024	Start Time:	15:00:00 PM	End Time:	16:00:00 PM	Location:	SMSA Kuwait Head Office	
Attendees			Agenda					
Name		Department	Item	Topic/ Agenda Item		Presenter	Time	
Saleh S. Al Guhum		OPS	1	UTL System (SPANEL)		Saleh S. Al Guhum	3:00 PM	
Mahammad Azahruddin		OPS	2					
Ayesha Haneefa		CSD	3					
Walid M A Arwqawi		CSD	4					
			5					
			6					
			7					
			8					
			9					
			10					
SN.	Action Item	R	A	C	I	Action Taken/ Remarks	Status	Deadline
1	UTL System (SPANEL)	UTL/CSD	UTL/CSD	SS		<p>*Introduced UTL system through SPANEL where OPS will upload UTL shipments into system and it shall automatically reflect for CSD to proceed with calling customers, update new address and contacted details.</p> <p>*OPS will print the new address labels from SPANEL and process shipments accordingly. shipments with wrong COD or high CDV will be processed through tickets only.</p> <p>*Access to be requested from it Dept. for both OPS & CSD.</p>	Completed	

NAME MATRIX	
Name of Initiator	Initials
Saleh S. Al Guhum	SS
Mahammad Azahrudin	KA
Ayesha Haneefa	AE
Walid M A Arwqawi	WA

R	Responsible	People who do the work. Complete the task. Make decisions. Several people can be responsible.
A	Accountable	Person who is the owner of the work. Sign off the task decisions that have been completed. Assign responsibility. This will always be one person "THE BUCK STOPS HERE"
C	Consulted	People who need to give input before the work can be done. People who are in the loop and active participants.
I	Informed	Inform the people who needs to be kept in the picture. Does not contribute directly to the task or decision but need to know the progress.

Not started	0%
On-going	0%
On-hold	0%
Completed	100%