

Meeting Title/ Name:		Weekly Management Meeting					
Date:	24-Jul-2025	Start Time:	11:30 AM	End Time:	2:20 PM	Location:	Tubli, CGM Office
Attendees		Agenda					
Name	Department	Topic/ Agenda Item			Presenter	Time	
Shaji George	COR	1	Process Standardization			Shaji George	11:30 AM
Alhawra Ali	SFD	2	Territory Head Accountability			Shaji George	12:00 PM
Rowena De Guzman	SLS	3	Sales Target			Shaji George	12:30 PM
Shoeb Raza	SLS	4	Incentive Scheme			Shaji George	1:00 PM
Mohamed Ezzat	SLS	5	Reporting Line			Shaji George	1:30 PM
		6	JD and KPI			Shaji George	2:00 PM

SN.	Action Item	R	A	C	I	Action Taken/ Remarks	Status	Deadline
1	Process Standardization		0	CGM	AA	Territory heads to unify work related processes within their teams and any proposed changes must be communicated to and approved by the CGM.	Completed	2-Aug-25
2	Territory Head Accountability				SG	Performance reviews to be managed by TM and ensure KPI tracking and reporting is checked on regular basis. Staff coaching and development to be prepared as per SMSA policy when its required. Discipline, attendance, and leave planning to be managed by TM as per SMSA policy. Training to be scheduled for the required areas and organized with the required department.	On-going	2-Aug-25
3	Sales Target / Incentive Scheme				SG	New Sales Targets for Q3_Q4 (Revised) was discussed and rolled out all Territory Heads for Sales. Roll the revised incentives to their team members.	Completed	2-Aug-25
4	Reporting Line / Escalation Process				SG	All work-related escalations should be directed to and will be managed by the designated Territory Heads.	On-going	2-Aug-25
5	JD and KPI				SG	New KPI's and JD will be established by the Territory Managers for Field Sales, Telesales, New Customer Experience Team. Monitoring and performance management will be handled by territory managers	On-going	2-Aug-25

NAME MATRIX	
Name of Initiator	Initials
Shaji George	SG
Alhawra Ali	AA
Rowena De Guzman	RG
Shoeb Raza	SR
Mohamed Ezzat	ME

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	25%
On-going	63%
On-hold	0%
Completed	13%