



مركز فحص المعادن

Metals Assay Center

Developmental Procedures Based on Feedback Reports from Communication Channels and Measuring Customer Satisfaction - **Metals Assay Center**



Developmental Procedures

The Effect of Execution



Implementation of the MAWAEED Appointment System

- Facilitating online appointment booking.
- Streamlining service scheduling.



Modernizing Precious Metals Testing , Hallmarking, and Requirements

- Enhancing staff productivity.
- Expediting service delivery to customers.
- Increasing SLA compliance.



Enhancing Standards for High-Value Jewelry and Precious Metals Certification

- Reducing SLA turnaround time.
- Reducing customer inquiries and complaints.
- Increasing customer satisfaction.