



مركز البحرين للمستثمرين Bahrain Investors Center

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



Developmental Procedures

The Effect of Execution



Implementation of the MAWAEED Appointment System

- Facilitating online appointment booking.
- Streamlining service scheduling.



lunch of a new set of services in Sijilat (3)

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



Issuance of Resolutions No. 62 and 63 Concerning the Delegation of the Registrant to Authorized Agents for Submitting Applications on Their Behalf, and the Reinstatement of Registration Canceled Due to Non-Renewal for More Than Three Years.

- Reducing customer inquiries and complaints.
- Increasing customer satisfaction.
- Streamlining Incoming Request Completion