



Certificate of Presentation of Paper

This is to certify that the paper entitled

Development of a collaborative decision-making framework to improve the Patients' Service Quality in the Intensive Care Unit

by Gowthaman Sivakumar; Eman Almehdawe; Golam Kabir

has been presented at the

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A handwritten signature in black ink, appearing to be 'Dr. M. R. Qader'.

Dr. M. R. Qader
Dean, Deanship of Graduate Studies and Scientific Research