Team Meeting

July 21st / 10:00 AM / CONFERENCE ROOM

# Attendees

* **Financial Analyst**
* **Fulfillment Director**
* **Human Resources Specialist**
* **Quality Assurance Tester**
* **Customer Service Manager**
* **IT Specialist**
* **Inventory Manager**
* **Training Manager**

Purpose and Expectations

To review the feedback of our customer satisfaction with the product and the service survey/

# Agenda

## Topic #1: Delivery Timelines

## To meet up with our 95% delivery target and to deliver goods before normal business hours and early in the day

* **Topic #2:** **Product Quality**
* **Topic #3:** **Customer Support**

# Notes

# To meet up with our 95% delivery target and deliver goods before normal business hours and early in the day

* Fixed the customer service software problem
* Provide a live chat option for customer support

# Action Items