Team Meeting

December 16th / 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**

Plant Pals recently shipped test batches of plants to customers in advance of the formal service launch. To gauge customer satisfaction with the product and the service, the team surveyed 50 customers over a period of four weeks. After two weeks, the survey revealed three major issues concerning product quality, delivery timelines, and customer support. This feedback helped us make improvements to later test shipments. What are the next steps?

# Agenda

## Topic #1: How can we improve deliveries from 80% to 90% on time?

* **Topic #2:** Customers overwhelmingly prefer deliveries before normal business hours and early in the day. So how can we fit this preference on our deliveries schedules?
* **Topic #3:** Satisfaction with support increased once we fixed the customer service software problem, but how can we improve it even further?
* **Topic #4:**Many respondents found the guides and tutorials helpful. A number of customers volunteered that a live chat option would further improve customer support, so how can we make this happen?

# Notes

# Action Items