Team Meeting

July 21st / 10:00 AM / CONFERENCE ROOM

# Attendees

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

Purpose and Expectations

This meeting is scheduled with our team to discuss shared insights, solicit feedback and propose the next steps, with stakeholders who are directly affected by the meeting’s topic. The important data points are as follows:

* To achieve 95% target of online deliveries;
* Put more emphasis on the customer preferences subject to deliveries before normal business hours and early in the day.;
* Permanent fix for customer service software problem;
* Checking out the need and feasibility for the introduction of live chat options;

# Agenda

## Topic #1: Product Quality

* **Topic #2:** Delivery Timelines
* **Topic #3:** Customer Support

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# Notes

* For improvement of product quality: Fulfilment Director, Quality Assurance Tester & Financial Analyst: seek regular updates in line with the quality improvement and the cost affiliated with the same;
* To meet delivery timelines: Training Manager & Inventory Manager: regular brainstorming sessions to be held;
* For improvement of customer support: IT Specialist & Customer Service Manager; regular updates with follow up brainstorming session;

# Action Items

1. Achieving an on-time delivery target of 95%, by offering higher incentives to delivery partners and promoting early-in-day deliveries, to meet customer preferences;
2. Fixing customer service software problems, once and for all;
3. Acknowledging customer’s feature requests i.e., introducing a live chat option, and updating customer posts checking the feasibility of the request.