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

The purpose of this meeting is to share with you the actions we took after receiving the survey results and the current situation. The desired outcome of this meeting is to gather your feedback and agree on next steps.

Agenda

## Topic #1: What else can we do to reach 95% delivery time target? Come prepare with ideas.

* **Topic #2:** Brainstorm new ideas to improve our customer service software.
* **Topic #3:** Share customer’s feedback: Live Chat Option, & customer’s preferences.

# Notes

# Action Items