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 retrospect the results of the test batches based on the survey results so we can make good use and take proper actions that help improve our services. The main points from the survey are:

* On-time deliveries rose from 80% to 90% by the end of the survey—a solid improvement, but still short of our 95% target
* Customers overwhelmingly prefer deliveries before normal business hours and early in the day
* Satisfaction with support increased once we fixed the customer service software problem, but there is still room for improvement
* Many respondents found the guides and tutorials helpful. A number of customers volunteered that a live chat option would further improve customer support

# Agenda

## Topic #1: Investigate additional causes for late deliveries by having a brainstorming session with the Human Resources Specialist about how to fix the problem.

* **Topic #2:** Brainstorm with the Human Resources Specialist and Inventory Manager for how to raise our on-time delivery rate by 5% to meet our goal and discuss changing the delivery times to an earlier time based on the customer survey with the Fulfillment Director.
* **Topic #3:** Discuss with the project manager how we will add improvements to the customer service software, and discuss the ability of adding live chat to the customer service with the presence of the Human Resources Specialist and the IT Specialist.

# Notes

# Action Items