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

This meeting is to discuss improvements implemented within the first month of launch that improved delivery time and customer satisfaction. Also, to decide how we can further improve our process to meet satisfaction goals.

# Agenda

## ● Topic #1: On-Time Deliveries

○ Deliveries rose from 80%-90%; Still short of 95% target

○ Delivery improvement opportunities.

○ Owners: Fulfillment Director, Human Resources Specialist,

● **Topic #2:** Delivery Time

○ Customers prefer deliveries before normal business hours and before lunch.

○ How to restructure delivery to land earlier in the day

○ Owners: Fulfillment Director, Customer Service Manager

● **Topic #3:** Customer Support Satisfaction

○ Satisfaction with support has increased, but we still need improvement here

○ Review customer requests to add live support to improve customer communication.

○ Owners: Customer Service Manager, Human Resource Manager, IT Specialist

# Notes

* We have already rose the on-time deliveries rose from 80% to 90%
* Satisfaction with support increased once we fixed the customer service software problem
* Many respondents found the guides and tutorials helpful.

# Action Items

1. Track progress of the deliverables
2. Convey the minutes of the meeting with core team members, sponsors & stakeholders