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 the meeting is to discuss the outcomes of the tests performed, where test batches were shipped to 50 customers prior to formal service launch and a customer survey was performed in regards to customer satisfaction for the product, delivery and customer support. Expectations of this meeting are to celebrate success and make data driven decisions to improve further on delivery times, delivery schedule, customer service and support.

# Agenda

## Topic #1: Brainstorming session on how to further improve the delivery times using insights from the improvements made during the two last weeks of the survey period, to reach the target of 95% on-time deliveries (Inventory Manager, Fulfillment Director, HR Specialist)

* **Topic #2:** Update on customer preferences regarding preferred delivery times, how can we use customer preferences to optimize deliveries? (Inventory Manager, Fulfillment Director, Customer Service manager, IT Specialist)
* **Topic #3:** Informal discussion on customer support and service policies and potential services issues. Celebrate the quick fix and volunteering in customer participation. Discuss the potential of live chat option (IT Specialist, Financial Analyst, HR Specialist, Quality Assurance Tester, Customer Service Manager)

# Notes



# Action Items