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

Meet to discuss customer survey insights, share feedback and discuss proposed next steps.

Agenda

## 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.
* Many respondents found the guides and tutorials helpful. A number of customers volunteered that a live chat option would further improve customer support.

# Notes

# Action Items