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 Discuss and hopefully come to an agreement on what steps to take in order to improve our metrics- namely in product delivery rate and time, customer satisfaction and support.

# Agenda

## Topic #1: Investigate additional causes for late deliveries. Brainstorm with the Fulfillment Director, Inventory Manager and Human Resources Specialist on what possible reasons may disrupt the delivery rates from the product shipment up to the hired drivers.

* **Topic #2:** Identify improvement strategies to our customer service software. Have a structured discussion with the IT Specialist and QA Tester team on what necessary process improvement measures to take for increased customer satisfaction.
* **Topic #3:** Onboard a new live chat option. Informal discussions with the Financial Analyst on what new costs could be introduced, Training Manger in training up new staffs in the chat back-end along with the volunteer customers, and Customer Service Manager in communicating with the customers with their feedback.