Team Meeting

July 21st / 10:00 AM / CONFERENCE ROOM

# Attendees

* Financial Analyst
* Fulfillment Director
* Human Resources Specialist
* Quality Assurance Tester
* Customer Service Manager
* Software Engineer
* Inventory Manager
* Training Manager

Purpose and Expectations

To discuss, seek, and plan next steps to issues related to quality, customer service, and delivery.

# Agenda

## Topic #1: 10% of the plants were not properly plotted. This leads to customer complaints, profit loss, and budget issues. To address this issue, we want to organize brainstorming and get the inputs of our Inventory Manager, Quality Assurance Manager, Financial Analyst, and Fulfillment Director.

* **Topic #2:** Receiving only 30% of customer requests and complaints. Because of our software issue, our customer is dissatisfied with our customer service. To address this issue, we want to organize brainstorming and get the inputs of our Quality Assurance Tester, Customer Service Manager, and Software Engineer.
* **Topic #3:** Not enough delivery drivers to deliver all the Plat pals orders on time. The current delivery completion rate is 80%, leading some customers to cancel their subscriptions. To address this issue, we want to organize brainstorming and get the inputs of our Human Resources Specialist and Training Manager.

# Notes

# Action Items