



Team Meeting

4 SEPTEMBER / 10:00 AM / CONFERENCE ROOM

Attendees

- Financial Analyst
- Fulfilment Director
- Human Resource Specialist
- Quality Assurance Tester
- Customer Service Manager
- Software Engineer
- Inventory Manager
- Training Manager

Purpose and Expectations

Reviewing the issues from the first test batch of plant deliveries. Finding out the optimum solutions to the issues.

Agenda

- **Topic #1:** 10% of the plants were not properly potted
This leads to customer complaints, profit loss, and budget issues you did not anticipate. The inventory Manager will explain the overall scenario to the attendees.
- **Topic #2:** Only 30% of customer requests and complaints were received due to a software issue
This leads to customer dissatisfaction. The software Engineer will explain the overall scenario to the attendees.

- **Topic #3:** 80% delivery completion rate, Customers are cancelling their subscriptions.
There are not enough delivery drivers to deliver all the Plant Pals orders on time. The Human Resource Specialist is requested to consult the chances of recruiting more workforce.

Notes

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Action Items

- 1.