

Team Meeting

4 SEPTEMBER / 10:00 AM / CONFERENCE ROOM

# Attendees

Core Project Team: 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 this meeting is to discuss and take action on three major issues that arose during the Plant Pals test batch rollout.

# Agenda

* Topic #1: On-time deliveries rose from 80% to 90% by the end of the survey—a solid improvement, but still short of our 95% target. Check in with the Customer Service Manager and Fulfillment Director on ideas for reaching the target.
* Topic #2: Customers overwhelmingly prefer deliveries before normal business hours and early in the day. How does this impact inventory and customer service employees? Check in with Quality Assurance Tester and Fulfillment Director
* Topic #3: Satisfaction with support increased once we fixed the customer service software problem, but there is still room for improvement. Check in with the IT specialist on the details.
* Topic #4: Many respondents found the guides and tutorials helpful. A number of customers volunteered that a live chat option would further improve customer support. Is a chat option viable? Check in with IT Specialist and Training Manager

# Notes

# Action Items