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

The purpose of this meeting is to discuss issues discovered concerning quality,

customer service, and delivery of the first test batch in the Plant Pal project. We will

address the issues, solicit team feedback, and plan next steps for improvement.

# Agenda

* Topic #1: The warehouse team reported that 10% of the plant pals delivered were not

potted properly. This reﬂects a quality issue.

* Topic #2: The customer complained of inability to reach out to Office Green to get timely

support required when it mattered the most due to unavailability of support platform.

* Topic #3: Insufficient delivery drivers affected the delivery timelines. This reflects a

delivery timeline issue

# Notes

* Will be taken during the meeting and recording

# Action Items

1. Tasks that will be shared with all the team members
2. Date of the next meeting
3. Venue of the meeting
4. Refreshment for the meeting attendees