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

Review three major issues concerning product quality, delivery timelines, and customer support. Discuss possible next steps on service improvement. Please be prepared to discuss your specialized area(s) and provide others with advice or recommendations. We will also talk about what comes next.

# Agenda

## Topic #1: Deliveries before normal business hours and early in the day & reach our 95% target of on-time deliveries.

* + Receive an update of customer complaints about delivery problems. - Customer Service Manager
  + Discuss the causes of late deliveries and the preliminary plans in place to make improvements. - Fulfilment Director, Inventory Manager
* **Topic #2:** Development of a live chat option.

**○** Provide an update on product quality concerns. - Customer Service Manager

○ Team brainstorming session to consider potential fixes. - Project Manager, IT Specialist, Quality Assurance Tester

* **Topic #3:** Customer service software refinement.
  + Provide an update on the customer service software issues. - IT Specialist, Quality Assurance Tester
  + Discuss plans for future refinement. - Training Manager, Customer Service Manager

# Notes

Action Items