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

The purpose of this meeting is to review survey results, seek feedback, and discuss future actions. The team meeting will include updates, brainstorming, and discussion sessions in order to set new goals based on survey results and team feedback. The input of all the attendees is critical to the team meeting, as team input will be key to achieving the goals identified during this meeting.

# Agenda

* **Topic #1:** Deliveries Time
* **Issue:** Although our on-time deliveries increased from 80% to 90% by the end of the survey, this is still under our 95% target. Customers also preferred deliveries before normal business hours and early in the day.
* **Solution:** Have a discussion on how we can improve on-time deliveries by hiring more drivers. Provide customers with increased delivery times, particularly early in the day.
* **Responsibility**: Fulfillment Director, Human Resources Specialist and inventory Manager.
* **Topic #2: Customer Satisfaction**
* **Issue:** Satisfaction with our support team increased after we fie the customer service software in the future to improve customer satisfaction.
* **Solution:** Determine how we can improve the customer service software problem in the future to improve customer satisfaction.
* **Responsibility:** IT Specialist and Customer Service Manager.
* **Topic #3:** **Live Chat Option**
* **Issue:** Many survey respondents were satisfied with our guides and tutorials, but some customers also volunteered that a live chat option would further improve customer support.
* **Solution:** Determine the next steps on how to create a live chat option to improve customer support. This will include hiring and training employees as experts in online customer service.
* **Responsibility:** IT Specialist, Training Manager, Customer Service Manager and Hurman Resources Specialist.

# Notes

# Action Items