Team Meeting

Feb 21st / 11:00 AM / CONFERENCE ROOM

# Attendees

**Rahul (Design Lead)**

**Ravi (Mobile Lead)**

**Rinku (Project Coordinator)**

Purpose and Expectations

1. To review the customer satisfaction survey results and gather team feedback.
2. To outline next steps based on the survey insights to improve Plant Pals operations.
3. To increase customer satisfaction and improve product quality, delivery timeliness, and support services.

Agenda

* Introduction and opening remarks (5 minutes)
* Review of survey results and feedback (15 minutes)
* Discussion of next steps for improvement (20 minutes)
* Team feedback and suggestions (20 minutes)
* Finalize action items for improvement (10 minutes)
* Wrap-up and closing remarks (5 minutes)

Notes

1. 80% of deliveries were on-time, improved from 80% to 90%
2. Customers prefer early deliveries before normal business hours
3. Satisfaction with support increased after fixing customer service software problem
4. Guides and tutorials were helpful but customers requested live chat option

Action Items

1. Further improve delivery timeliness to reach 95% target.
2. Consider early delivery schedules for customer satisfaction.
3. Continuously monitor and improve customer support services.
4. Evaluate the feasibility of implementing live chat support.
5. Implement additional improvements based on team feedback and suggestions.