Team Meeting

Feb 06th / 10:00 AM / CONFERENCE ROOM

# Attendees

Rahul Arora (Design Lead)

Rahul Khurana (Mobile Lead)

Rahul Singh (Project Coordinator)

Purpose and Expectations

1. To review the results of the customer satisfaction survey 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

# Review of survey results and feedback

# Discussion of next steps for improvement

# Team feedback and suggestions

# Finalize action items for improvement

# Notes

* 80% of deliveries were on-time, improved from 80% to 90%
* Customers prefer early deliveries before normal business hours
* Satisfaction with support increased after fixing customer service software problem
* 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.