



# 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

To gauge customer satisfaction with the product and the service, the team surveyed 50 customers over a period of four weeks. After two weeks, the survey revealed three major issues concerning product quality, delivery timelines, and customer support.

## Agenda

- **Topic #1:**

On-time deliveries rose from 80% to 90% by the end of the survey—a solid improvement, but still short of our 95% target

- **Topic #2:**

Customers overwhelmingly prefer deliveries before normal business hours and early in the day.

- **Topic #3:**

Satisfaction with support increased once we fixed the customer service software problem, but there is still room for improvement.

## Notes

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## Action Items

- 1.