Team Meeting

July 21st / 10:00 AM / CONFERENCE ROOM

# Attendees

* **Project Team**
* **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 discuss the insights from the customer survey for Plant Pals' test batches and determine next steps for improvement. We will review the survey results, focusing on product quality, delivery timelines, and customer support. The expectations include evaluating delivery performance, analyzing customer preferences, discussing ways to enhance customer support, and creating an action plan based on team feedback to address the identified issues and improve overall customer satisfaction.

# Agenda

## Topic #1:

Delivery Performance: Review the increase in on-time deliveries from 80% to 90% but falling short of the 95% target. Discuss strategies to further improve delivery timelines and meet the target, considering customer preferences for early and timely deliveries.

* **Topic #2:**

Enhancing Customer Support: Evaluate the impact of fixing the customer service software problem on customer satisfaction. Brainstorm ideas to further improve customer support, including the implementation of a live chat option, based on customer feedback and requests.

* **Topic #3:**

Action Plan for Improvements: Develop an action plan based on team feedback to address the issues identified in the survey, such as product quality, delivery timelines, and customer support. Assign responsibilities, set measurable goals, and establish timelines for implementing the proposed improvements.

# Notes

# Action Items