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 track the progress and improvement made and brainstorm and finalize action items to make further improvement in order to reach our target goals for the project.

# 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. Brainstorm for improvement (Fulfillment Director, Human Resources Specialist, Inventory Manager)

* **Topic #2:** Customers overwhelmingly prefer deliveries before normal business hours and early in the day. Inform & discuss (Fulfillment Director, Quality Assurance Tester, Customer Service Manager, Inventory Manager)
* **Topic #3:** Satisfaction with support increased once we fixed the customer service software problem, but there is still room for improvement. Find solutions for further improvement. (Quality Assurance Tester, Customer Service Manager, IT Specialist )

# Notes

# Action Items