

MEETING MINUTES

PROJECT WEEKLY REVIEW MEETING

Date: 18th December 2023

Time: 12:45 PM

Meeting called to order by: Dr.G. Sai Krishnan

IN ATTENDANCE

1. Rahavi S
2. Antony Santhan Raj A
3. Abhishai Anandaraj J
4. Athithya T
5. Roshni K
6. Vidhya Bharathi K
7. Reshma R
8. Vishal J
9. Swaminathan K S
10. Vishnu S

MEETING OVERVIEW

1. The meeting was held to review on the Phase 5 of the supply chain management for Rajalakshmi Car's

Share the Minutes:

Suggestions for Improvement:

- The team discussed the suggestion of developing an OCR (Optical Character Recognition) form that could contribute to both technical and customer satisfaction at the Service Centre.
- It was recommended that the team should create sub-teams, and each team should focus on different aspects of the identified problem statement.
- Each sub-team is expected to work independently on the problem statement and subsequently collaborate to draw correlated conclusions with the primary goal in mind.

Action Items:

- Implementation of Improved Questioning:
- The team agreed to implement improved questioning techniques to gather vital customer satisfaction information in a clearer and more efficient manner. This involves reducing the complexity of the format to ensure better understanding by customers.
- Efficiency Measurement:
- A key action item is to focus on the efficiency of the entire service chain. This includes devising metrics to measure how well customer satisfaction is achieved by the service center. The goal is to identify areas for improvement and optimization.
- Root Cause Analysis:
- The team emphasized the need to derive problems from their root causes. Each sub-team will concurrently work on different aspects of the problem, bringing diverse perspectives to the analysis. This holistic approach aims to address underlying issues comprehensively.

Next Steps:

Teams will be formed to start working on the OCR form development, improved questioning implementation, efficiency measurement, and root cause analysis.

Adjournment:

The meeting was adjourned at 1:20 PM.