

MEETING MINUTES

PROJECT WEEKLY REVIEW MEETING

Date: 17th November 2023

Time: 10:00 AM

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. Swaminathan K S
6. Vishnu S

MEETING OVERVIEW

1. The meeting was held to review on the Phase 4 of the supply chain management for Rajalakshmi Car's

- **Suggestions Given:**

- The dataset requirements were discussed, focusing on customer feedback and job card data for the past year.
- Detailed dataset requirements were outlined, including customer feedback, job card data, and employee performance metrics.
- Productivity metrics were emphasized, suggesting a new feedback form with additional questions and the use of OCR for data extraction.
- The need for agile velocity consideration and synchronous operations was highlighted.
- Mapping similar parts for discontinued vehicles and exploring alternate parts were proposed, with the idea of creating a database for selling.
- Service status and reminders were suggested to be updated through SMS and WhatsApp, with a specific focus on extremely happy and sad customers.

- **Action to Be Done:**

- Assign responsibility for collecting the required datasets (customer feedback, job card, employee performance).
- Formulate a plan for the creation of a new feedback form, including additional questions and OCR implementation.
- Consider the implementation of agile velocity and synchronous operations, assigning roles accordingly.
- Evaluate the feasibility of mapping similar parts for discontinued vehicles and establish a plan for creating a database for selling alternate parts.
- Develop a strategy for updating service status and reminders via SMS and WhatsApp, with a focus on addressing extremely happy and sad customers.

- **Suggestions Given:**

- Reiterated the focus on the number of hours a worker spends rather than the number of jobs.
- Emphasized the creation of a physical feedback form with more questions and proposed the use of OCR for data extraction.
- Reiterated the importance of updating service status using SMS or WhatsApp.
- Re-emphasized the focus on 33% of customers who are extremely happy and sad.

- **Action to Be Done:**

- Allocate responsibility for emphasizing the importance of worker hours over the number of jobs.
- Plan the creation of a physical feedback form, ensuring it includes additional questions, and consider the implementation of OCR for efficient data extraction.
- Assign the task of updating service status using SMS or WhatsApp.
- Develop a strategy for focusing on 33% of customers who are extremely happy and sad.

- **Suggestions Given:**

- Assign responsibility for collecting the required datasets (customer feedback, job card, employee performance).
- Formulate a plan for the creation of a new feedback form, including additional questions and OCR implementation.
- Consider the implementation of agile velocity and synchronous operations, assigning roles accordingly.
- Evaluate the feasibility of mapping similar parts for discontinued vehicles and establish a plan for creating a database for selling alternate parts.
- Develop a strategy for updating service status and reminders via SMS and WhatsApp, with a focus on addressing extremely happy and sad customers.
- Allocate responsibility for emphasizing the importance of worker hours over the number of jobs.
- Plan the creation of a physical feedback form, ensuring it includes additional questions, and consider the implementation of OCR for efficient data extraction.
- Assign the task of updating service status using SMS or WhatsApp.
- Develop a strategy for focusing on 33% of customers who are extremely happy and sad.

- **Action to Be Done:**

- Document the minutes and share them with all relevant stakeholders.
- Ensure that each assigned action item has a responsible person and a clear deadline.
- Establish a system for regular follow-ups and progress updates on the assigned tasks.

Adjournment:

The meeting was adjourned at 11:30 AM.