

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 : The purpose of our upcoming meeting is to review the Plant Pals customer satisfaction survey insights and collaboratively strategize improvements in product quality, delivery timelines, and customer support. I aim to engage the team in discussing these crucial findings, collecting valuable feedback, and outlining actionable steps to enhance our service based on the customers perspective.

Agenda

## ● **Topic #1:** On-time Deliveries

**Approach :** Provide a brief update on the improvement from 80% to 90%, then initiate a brainstorming session to identify specific strategies to reach the 95% target. Encourage team members to share ideas for optimizing delivery processes.

● **Topic #2:** Customer Support Enhancements

**Approach : Share the positive impact of fixing the customer service software problem and discuss plans for further improvements. Propose introducing a live chat option based on customer feedback. Open the floor for suggestions on refining support processes.**

● **Topic #3:** Customer Preferences and Guides

**Approach : Highlight the customer preference for early deliveries and positive feedback on guides and tutorials. Propose the implementation of a live chat option for real-time assistance. Facilitate a discussion on refining delivery schedules and optimizing the customer support experience.**

# **Notes**

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# **Action Items**