



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

As you are aware, the survey concerning the three major issues of product quality, delivery timelines, and customer support to gauge customer satisfaction has been completed. We need to discuss the insights as revealed by the survey results so as to propose the next steps required to make improvements to our shipments. A summary of the insights is provided in the attached document.

Agenda

- **Topic #1:** Further improvements with on-time deliveries of our products
- **Topic #2:** Customer service software improvement
- **Topic #3:** Live chat development and fine-tuning guides and tutorials for customer support

Notes

- We need to brainstorm on various methods to adopt to reach our target of 95% customer satisfaction with our on-time delivery. Pertinent questions are: Do we increase the number of delivery trucks by purchasing new trucks or renting more trucks for delivery? Is it the question of more drivers? Consider also finding the shortest alternative routes for delivery
- Since we need to work on our customer service software, the IT Specialist is to bring to the meeting suggestions for improvement
- Live chat development is preferred by customers hence we need to offer that as an additional item to increase our customer support. All the attendees will be provided with the full report on the survey

Action Items

1. The Fulfillment Director, The Human Resources Specialist and Customer Service be the lead discussants
2. IT Specialist will lead the discussions on customer service software
3. The Training Manager to be the lead officer in the discussions on how to proceed with the development of the live chat and also fine-tune the guides and tutorials.