Team Meeting

September 3rd / 11:00 AM / CONFERENCE ROOM

# Attendees

* Core Team DL
* Financial Analyst
* Fulfillment Director
* Human Resources Specialist
* Quality Assurance Tester
* Customer Service Manager
* IT Specialist
* Inventory Manager
* Training Manager

Purpose and Expectations

Based on the survey of 50 customers from the initial shipment. The meeting purpose is to discuss these insights and solicit feedback, thereby discuss on the proposed next steps

# Agenda

## Topic #1: Current delivery target improvements and discussion on next steps about how to meet the goal of 95% delivery target.

* **Topic #2:** Planning delivery schedule based on observed customer preferred time slot
* **Topic #3:** Customer service software feedback and next action
* **Topic #4: Possibility of live chat system as part of customer support**

# Notes

# Action Items