

A decorative background featuring a network diagram with nodes and connecting lines. The nodes are represented by circles of varying sizes and colors (blue, grey, white), and the lines are thin and grey. The diagram is positioned in the corners of the slide, with a larger concentration on the left side and a smaller one on the bottom right.

# **Prosacco Company Customer Brief**


**March 2024**



# Overview of the Situation

## Production Delays

I am here to provide an overall picture of this situation



A decorative network diagram in the top-left corner, featuring a cluster of interconnected nodes. Some nodes are solid grey circles, while others are white circles with grey outlines. They are connected by thin grey lines, forming a web-like structure.

# Impact on the Customer

Will affect customers in the range  
of 24% to 37% in one month



# Steps Taken to Address the Issue

- Keep customers informed about the status of their orders and any changes to delivery dates
- Offer some form of compensation for the inconvenience caused by the delay
- Prioritize fulfilling orders based on factors such as order size, customer value, or how critical the product is to the customer's operations



# Future Prevention Measures

- Make agreements with a second manufacturer in order to have an alternative in case of delays of the first option
- Negotiate an extension on the delivery windows
- Look for other transportation means no matter the cost



# Thanks!

## Contact for Further Queries

Please email or call Customer Service:

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