Team Meeting

July 21st / 10:00 AM / CONFERENCE ROOM

# Attendees

* Financial Analyst
* Fulfillment Director
* Human Resources Specialist
* Quality Assurance Tester
* Customer Service Manager
* Software Engineer
* Inventory Manager
* Training Manager

Purpose and Expectations

The purpose of the meeting is to discuss the issues related to customer dissatisfaction, complaints and subscription cancelation after first test batch delivery.

The expectation is to find out the possible solutions to the issues and recover the challenges.

# Agenda

## Topic #1: The warehouse team reports that 10% of the plants were not properly potted. This leads to customer complaints, profit loss, and budget issues you did not anticipate.

## Approach: We will have a session with the vendor and ask for proper products. If they fail to do so, we will look for a new vendor. Check in with the Fulfillment Director, Inventory Manager, and Quality Assurance Tester on status and protocols. Touch base with Budget Coordinator on current numbers.

* **Topic #2:** Because of a software issue, the customer relations team is receiving only 30% of customer requests and complaints. This leads to customer dissatisfaction.

Approach: The technical team will take care of the software and fix the relevant bugs and issues generated.

* **Topic #3:** There are not enough delivery drivers to deliver all the Plant Pals orders on time. The current delivery completion rate is 80%, leading some customers to cancel their subscriptions.

Approach: We will request the HR team to recruit new drivers to enhance the delivery process.

# Notes

* Please check the proper qualifications of the driver before recruitments
* Add QA team to ensure that software issues are properly addressed
* Manager will check the quality of the supplied plants in the warehouse.

# Action Items

1. The software engineer will fix the issues in software
2. The Quality Assurance Tester will ensure that the issues are properly addressed by the software engineer
3. The inventory manager will check the quality of the plants in warehouse before delivery
4. The human resource specialist will announce job circular for recruiting new drivers
5. The training manager will ensure proper training of the existing and new recruited drivers.
6. Customer service manager will talk to the clients who have unsubscribed for further clarification of the challenges they have faced
7. Financial analysts will check the issues of profit loss and budget.