

Team Meeting

4 SEPTEMBER / 10:00 AM / CONFERENCE ROOM

# Attendees

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

Purpose and Expectations

During the test batch of plant deliveries run, the team discovered issues with quality, customer service, and delivery. We will discuss results in this meeting.

# Agenda

## Topic #1: The warehouse team reports that 10% of the plants were not properly potted.

* **Topic #2:** Because of a software issue, the customer relations team is receiving only 30% of customer requests and complaints.
* **Topic #3:** The current delivery completion rate for Plant Pals orders is 80%, leading some customers to cancel their subscriptions.

# Notes

* TBD

# Action Items

1. TBD

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