TeKnowledge Shared Services (Pvt) Ltd

1. **WEEKLY CUSTOMER SERVICE DEPARTMENT MEETING – EVERY FRIDAY AT 11:00AM SLT**

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| **SUBJECT** | **OPR for Weekly Customer Service Department Meeting - Every Friday at 11:00 AM SLT** |
| **DEPARTMENT** | **Customer Services Department** |
| **RECORDER (Name & Designation)** | **Andrea Meikle - Executive** |
| **APPROVEDBY (Name & Designation)** | **Purodha Perera - HOD** |
| **CREATED DATE** | **20/03/2016** |
| **LAST UPDATED** |  |
| **PATH ON NETWORK FOLDER** |  |
| **NO. OF PAGES INCLUDING THIS PAGE** | **One** |

**Introduction:**

Weekly CS departmental meetings are held to discuss team members’ progress with work and tasks at hand, issues, clarifications, team progress, pending tasks, urgent requirements etc….

**Contents:**

1. Commencement of Meeting
2. End of Meeting

**Process:**

1. The Team meeting is initiated by the HOD. Discussion around each Team member’s individual progress, issues faced regarding work tasks, update on current projects at hand and work progress etc….

1. At the end of the meeting, the Team HOD will send out meeting minutes via the Meeting Calendar.