TeKnowledge Shared Services (Pvt) Ltd

1. **WEEKLY CUSTOMER SERVICES DEPARTMENT MEETING WITH TFIUK – EVERY THURSDAY AT 12PM GMT**

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| **SUBJECT** | **OPR for Weekly Customer Service Department Meeting Ian Y - Every Thursday at 12:00 PM GMT** |
| **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:**

Meeting with TFIUK to:

1. Review Current Summary of Tickets for UK
2. Review by Dept. directed to
3. Number of Tickets applicable to Dept.
4. Discuss Issues as per the Ticket Summary

* Initial assessment as per Ticket #
* Proposed Solution
* Time line for action

**Contents:**

1. Commencement of Meeting
2. Conclusion of Meeting

**Process:**

1. The meeting has been scheduled for every Thursday at 2PM GMT. The meeting is to discuss current tickets for TFIUK (departmental wise) and then propose a solution and a timeline for action of each ticket.

1. At the end of the meeting the CS Team HOD will send out meeting minutes to all participants via the Meeting Calendar.