

<u>Group Members:</u> <ol style="list-style-type: none"> 1. Nguyen Ton Hoang. 2. Le Vinh Khang. 3. Le Ngoc Quynh Nhu. 4. Le Trong Huy. 	<u>Meeting Date:</u> 13 Sep. 18 <u>Start time:</u> 2:00 PM <u>End time:</u> 3:00 PM	<u>Meeting Topic/Objectives:</u> Finish customer, supplier and encounter processes.
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Present at Meeting:

Le Vinh Khang, Le Ngoc Quynh Nhu, Le Trong Huy.

Absent:

Nguyen Ton Hoang.

Actions from the previous meeting:

- Review and fix the current assignment:
 - Review company choice.
 - Review the description of the new service.
 - Review key elements.
- Assign tasks:
 - Research and complete the DART model.
 - Suggest relevant customer, supplier and encounter processes.

Actions from this meeting:

- Review and finish the customer, supplier and encounter processes.
- Discuss about co-creative practices.
- Sent mail to Mr. Tuan for help about the co—creative practices.

Problems in this meeting:

- Struck at co-creative practices: two different opinions.