



Customer Satisfaction Survey Results Analysis - Team Meeting

July 21st / 10:00 AM / Conference Room

Attendees

- Financial Analyst
- Fulfillment Director
- Human Resources Specialist
- Quality Assurance Tester
- Customer Service Manager
- IT Specialist
- Inventory Manager
- Training Manager

Purpose and Expectations

The purpose of this meeting is to review key insights from the customer satisfaction survey responses, discuss improvement opportunities and outline next steps.

Agenda

1. General review of customer satisfaction survey responses and key insights.
2. Brainstorming of delivery schedule improvement opportunities, to meet the 95% target and adjust to customer preferences.
3. Customer support improvement opportunities and assessment of live chat option.
4. Conclusion and next steps.