



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

Discuss next-steps feedback from customer surveys and generate more ideas to solve the problems and provide real-solution for reaching the goals.

Agenda

- **Topic #1:**

Product quality

A lot of customers were concerned by the quality of product shipment, we need to make sure that our product quality doesn't get damaged in delivery processing.

Approach : short-updated from customer survey, Informal discussion

Team members : QA Tester, Financial Analyst

- **Topic #2:**

Delivery timeline

By the end of customer survey in week two, on-time deliveries manage to reach 80% percentage from our initial target 95%. Customers' behavior in time transactions also get

shifted by only willingly to prefer deliveries before normal business hours and early in the day. We need to make sure that we could facilitate this escalation in time transaction and on-time deliveries. Specific for on-time deliveries, hopefully we could raise it from 80% to 90% by the end of the survey (solid improvement yet still short of our 96% target).

Approach : Brainstorming session

Team Members : HR Specialist, Fulfillment Director, Inventory Director, QA Tester.

- **Topic #3:**

Customer support

Satisfaction with support increased once the customer service software problems are fixed, but I believe there is still room for improvement. A number of customers volunteered that a live chat option would further improve customer support because many respondents found the guides and tutorials helpful.

Approach : Brainstorming Session

Team Members: IT Specialist, Customer Service Manager, Quality Assurance Tester, Training Manager, Financial Analyst

Notes

-

Action Items

- 1.