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Customer visit preparation

28rd March 2016

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Visit Plan preparati

1. When Customer informs a visit directly, need to get the Managers approval.
2. Need to update the team at the marketing morning meeting.
3. Need to update the customer visit chart and send to the business analyst.
   - ❖The chart shared will keep all teams updated on the customer visit plan.
4. Update the customer visit at LI1 or LI2 morning meeting, depending on the visit requirement.
5. Get customer feedback on the basis of the visit and their expectations.
6. Once the update is received share the purpose with relevant departments.
7. Arrange a pre-preparation meeting with the relevant departments.
8. With adequate time, inform administrative coordinator (AC)on the visit requirements.
   1. Visit preparation check list to be followed.
   2. The updated check list must be checked with the manager prior sending to the AC.
9. Discuss with the manager and prepare the Agenda.
10. Calendar note to be sent to the relevant teams with the agenda to attend the meeting.

On the visit day

1. Have the company (Nike) related presentation and related video’s.
2. Check on the visit requirements according to the visit check list given to administrative coordinator .
3. Arrange the agenda copies for the customers, including WIFI and password.
4. Take notes of all the points discussed at the meeting.

5 sitor book signed or the on-site customer form (soft copy) update by the customer.

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After the visit day

1. Prepare the re-cap with the teams attended the meeting within 24hrs.
2. Initiate the request meeting for samples requested at the visit, within 24hrs.
3. Enter the request in to the system in same day.
4. Send the visit re-cap to the customer within 24hrs.
5. Send the on-site customer feedback form (soft copy) to the customer within 24hrs.
6. Follow up on the pending points.

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