

MONTHLY REPORT FOR THE MONTH OF

MARCH 2024

Team Name: Reference Team

Mailbox: references@ihfonline.org

Team Lead name: Musfira

Team Lead mailbox: musfira@ihfonline.org

Team co-lead name: Okey

Team co-Lead mailbox: okey@ihfonline.org

Team co-lead: Majesty

Manager: Michael

Co-manager:

Nkese

Jefferson,

Uwakmfon Iwok

NUMBER OF MEMEBERS

We currently have 10 members in Reference team
in the month of March;

Afamefuna was placed on RED

Shelynah was placed on PINK

WORK DONE BY THE TEAM

This past month my team was able to do the following:

- Total Reference sent **16**
- Total Reference received **22**
- Total Reminder mail sent **2**
- Total Reference Follow up mail sent **6**
- Total after Background clearance Done **5**
- Total Training Done **7**

- Create the instructional video for the team

HOURS DONE BY MEMEBERS

- Okey did approximately 27 hours 30 min
- Musfira did approximately 13 hours 20min
- Utibe did approximately 14 hours 15 min
- Majesty did approximately 4 hours
- Geoffrey did approximately 7 hours 45 min
- Nkese did approximately 2 hours
- Magaret did no work

CHALLENGES EXPERIENCED

The major challenge we faced in the team are;

- Delayed reply or no reply from member when follow up on work is been done by the team executives

IMPROVEMENT SEEN IN THE TEAM

We saw the following improvements in the team:

- We experienced great improvement in the communication between the lead, co-lead and members in the team
- We had increase in dedicated volunteer making the work
- Emails was swiftly replied by active members of the team
- Team attendance chart was created to track down work done in the mailbox

APPRECIATION

We would like to thank everyone in this team for their contribution to this team and the wonderful job they do every single day week after week

We truly appreciate your immense reliability which is vital for this team to be a successful one in IHF