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

Purpose: To review customer feedback, discuss improvements in delivery and support and strategize for reaching our targets.

Expectations: Collaborative discussion, feedback from relevant departments, and forming actionable steps.

# Agenda

## Topic #1: Review of Customer Satisfaction Survey Results

* + This topic involves presenting the key findings from the customer satisfaction survey, led by the Quality Assurance Tester and Customer Service Manager. The focus will be on sharing data, points, followed by a Q&A session to address any concerns from the team.
* **Topic #2:** Strategies for Improving Delivery Times
  + This session, led by the Fulfillment Director and Inventory Manager, will be a brainstorming session aimed at developing effective strategies to enhance delivery timelines. The goal is to identify practical solutions and innovative approaches to meet and exceed delivery targets.

* **Topic #3:** Enhancing Customer Support
  + Led by the IT Specialist and Customer Service Manager, this discussion will focus on improving customer support. The team will explore new methods, including the potential implementation of a live chat feature, to enhance the overall customer service experience.

# Notes

# Action Items