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 discuss the insights from the surveys of the preliminary launch, solicit feedback, and to discuss the next steps proposed by the project manager. The expectation is that by the end of the meeting the core team has a clear understanding of the current state of the project, the issues at hand and the future steps towards improved processes.

# Agenda

## Topic #1: Identify causes for late deliveries

## We have a great improvement rate on this topic, however, we are not at the target percentage yet. For this: Brainstorming with the fulfillment director, HR, and training manager.

* **Topic #2: Refine the delivery schedule**

UX research has identified early business hours to be the most preferred for deliveries, therefore, we need to make a note of this and implement in delivery schedules. For this: an informal discussion among the core team and a specific input from Inventory Manager if this is something we can implement fully.

* **Topic #3:**  **Improvements for the Customer Support**

We need to identify new ways to improve the customer support software and determine the possibility of adding a live chat option. Discussion with: Financial Analyst, IT Support, Customer Service Manager, and QA Tester.

# Notes

# Action Items