

Project Name: C4U Course Recommender System

Today's date: July 5

Summary			Overall Status (RAG)	
We have installed new course recommender system software to recommend a more personal courses and begun sending out the first test batch of c4U to customers. However, we have run into issues with product quality, customer communication, and the delivery process. Our next milestones include sending the test batch customers newsletters on plant upkeep and sending out the second batch of plants. This report also includes top risks and issues that have arisen and how we intend to take action.			Amber	
Completed Milestones and Tasks				
Description	Date	Status	Owner	Comments
Purchased and installed new software to keep track of incoming orders	June 15	Completed	IT Specialist	The installation took three days longer than expected.
Began sending test batches of C4U course recommender system	June 21	Completed	Head of Data Science and Machine Learning	The number of orders exceeded targets by 15%.
Upcoming Milestones and Tasks				
Description	Date	Status	Owner	Comments
Send the first batch customers e-newsletters with a product announcement on our improved search engine	July 7	Upcoming	Marketing Promotion Manager	The newsletter must C4U brand design guidelines.
Hit at least 95% of recommendation align with user preference	July 19	Upcoming	Head of Data Science and Machine Learning	The error rate should be under 5%
Top Risks and Issues				
Issue	Impact	Action		Owner
The data team reports that 10% of the courses were not available	Profit loss, complaints, and budget issues	Evaluate and adjusting the courses inventory and obsolete		Courses Manager
The customer relations team is receiving only 30% of requests and complaints	Customer dissatisfaction	Fix problems with new customer service software		IT Specialist
The course completion rate is only 60%	Cancelled subscriptions	Evaluate, selecting and adjusting the courses to tailor the demand of the customer preference		Courses Manager