Team Meeting

July 21st / 10:00 AM / CONFERENCE ROOM

# Attendees

* Financial Analyst Bill Smith
* Fulfillment Director  Nancy Rogers
* Human Resources Specialist  Tina Mercy
* Quality Assurance Tester  Mark Matthews
* Customer Service Manager  Larry Holmes
* IT Specialist Peter North
* Inventory Manager Jenna Jaminson
* Training Manager Ron Jeremy

Purpose and Expectations

* Plant Pals and Office green has been having quality, customer service, and delivery

issues. The Team will meet to discuss these issues, assign a strike team to manage the

issues and hopefully bring resolution to the problems quickly.

* Action items will be assigned with target dates for completion after the meeting.

# Agenda

* **Topic #1: The warehouse team reports that 10% of the plants were not properly**

**potted.**

**Quality Issue**

Nancy and Mark will lead this discussion with team input.

* **Topic #2: Because of a software issue, the customer relations team is receiving**

**only 30% of customer requests and complaints.**

**Customer Service Issue.**

Tina and Ron will head up this discussion with a team brainstorming session.

* **Topic #3: There are not enough delivery drivers to deliver all the Plant Pals orders**

**on time.**

**Delivery Issue.**

Bill Smith and Larry Holmes will target this area to make sure this is a financially feasible

idea.

# Notes

* (To be completed during the meeting)

# Action Items

1. (To be completed during the meeting)
2. (To be completed during the meeting)
3. (To be completed during the meeting)
4. (To be completed during the meeting)
5. (To be completed during the meeting)