



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 gain further insight into how the test batch fared against or deliverables. We will spend the meeting discussing three topics related to feedback on our delivery services, as well as customer support services. The end goal of this meeting is to establish the type of improvements we need to make to reach our deliverables and targets come the official launch date, and the possibility of adding additional customer support services such as live chat options for our customers.

Agenda

- **Topic #1:**

Topic #1: On time deliveries rose from 80% to 90% by the end of the survey - a solid improvement, but still short of our 95% target.

Discussion: Look into additional support/resources to reach 95% target for on-time delivery rate.

Type: Status update, Logistics, finance, schedule

Time: 20min

Team member input needed:

- Human resource specialist

- Training manager
- Inventory manager
- Financial analyst
- Fulfillment Director

2. Topic #2: Satisfaction with support increased once we fixed the customer service software problem, but there is still room for improvement.

Discussion: Look at pitfalls, common errors in processing, ways to improve customer experience with the software, ways to improve employee training and outcomes on use of software.

Type: status update, brainstorming

Time: 20mins

Team member input needed:

- Quality Assurance Tester
- IT specialist
- Training Manager
- Customer Service Manager

3. Topic #3: Many respondents found the guides and tutorials helpful. A number of customers volunteered that a live chat option would further improve customer support.

Discussion: brainstorm the potential to develop live chat 'service' and add it to options for customer support.

Type: Brainstorming session

Time: 20mins

Team member input needed:

- IT specialist
- Training manager
- Customer service specialist
- Customer service manager
- Financial Analyst

Notes

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Action Items

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