



# 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

To discuss insights of 50 customers survey, to implement feedback from the customer surveys, to increase on-time deliveries by 5% and satisfaction with customer service by more than 42%

## Agenda

- **Topic #1:** Solutions to fix customer service software problems  
*IT Specialist, Customer Service Manager:* a short update
- **Topic #2:** Improvement of on-time deliveries by 5% (from 90% to our 95% target) and alignment of delivery timelines with customers' expectations (i.e. before normal business hours and early in the day)  
*Team:* a brainstorming session

- **Topic #3:** Improvement of customer support by launching a live chat  
*IT Specialist:* an informal discussion

## Notes

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## Action Items

- 1.
- 2.
- 3.