Supervisors Meeting Minutes: #2

Date/Time: 21 Feb 2018
Time: 5:00 pm to 6:00
Venue: SIS Meeting Room 4.3
Participants: Cheng Zheng Yang, Pauline Lee, Ms. Meena
Agenda:
  1. Discussion of Project status: Business questions, insights after conducting initial data cleaning
  2. Consolidating questions for sponsor meeting the very next day

1. Discussion of Project status: business question, insights after conducting initial data cleaning

Even though we were given 2 business questions, we did not have enough data to answer the 1st question and hence we only worked on the 2nd question which was: monthly business review of Telesales call efficiency.

2) How does each Telesales team perform?

- *Do they meet their call efficiency of 85% - call 85% of the target doctors in the call list?*
- *Does the call bring in revenue?*
- *Is the call list effective?*

There are many questions especially since the context of some of the data is unclear – especially terminologies for internal references. This resulted in difficulty trying to match the equivalence of each column within the different files. We were also unsure how to link the various data sheets together as there were missing information.

Will be asking sponsor for more data for the purpose of answering the questions.

2. Consolidating questions for sponsor meeting the very next day

We refined our questions to understand how GSK measure the various KPIs (Renewal rate/ Acquisition rate / Lost account) that they seek to address in this project. For each KPI, we came up with different components that could possibly impact the KPI using a tree diagram.

We will also prepare Powepoint slides or Word document with our questions (if any) to be sent to our sponsors prior to our meeting in the future as a good practice so that they can prepare and follow through easily.

No.	Action	Assignor	Follow up
1.	Summary of questions in Powerpoint/Word Document	All	Each person will sum up the questions on their assigned data file and attach the screen shot of the troubled segment