



Sponsor Meeting Minutes: #2

Date/Time: 22 Feb 2018

Time: 11:00 am to 12:00 pm

Venue: Pharma G Office

Participants: Cheng Zheng Yang, Louis Reinaldo, Pauline Lee, Ms. E., Ms. Chang, Mr. Ong

Agenda:

1. Discussion of Project: clarification of business questions, request for more data sets
2. Pass physical copy of NDA
3. Moving forward

1. Discussion of Project: Business questions

Business question that we were working on, monthly business review of the following:

1) How does the business perform?

- Did we meet our renewal target rate of 95%?
- New account acquisition target rate of 5%?
- Recover lost account target rate of 30% target?

Note, we will be addressing only the 1st business question regarding the KPIs for the midterm review as Elaine requested for the dashboards to be up first, before proceeding with the 2nd question (on Telesales call efficiency).

Clarified our queries regarding their KPIs and data sets. Will be obtaining more data sets after today's meeting.

2. Pass physical copy of NDA

Done.

3. Moving forward

Moving forward with our tight schedule, we are doing our best to do up what are required for the interim review once we received the updated data sets from GSK.

No.	Action	Assignor	Follow up
1.	Send Schema to Sponsor to check if correct	Zheng Yang	Everyone will try to come up with the proposed schema