|  |  |
| --- | --- |
| Improvement project title: **Improve customer satisfaction** | Continuous improvement number: 24CI01 |
| Input from: **Data analysis** |
| Objectives of the improvement: **Increased market share and sales due to increased customer satisfaction** |
| Description of continuous improvement: **The project aims to achieve a 5 percent increase in customer satisfaction during the second half of 2024 by enhancing the on-time delivery of goods.** |
| Continuous improvement measurement index:**Customer satisfaction**Current Index Level: **80%**Target Index Amount:**85%** | Potential risks of the improvement project:**Risk:** Non-fulfillment of the production plan**Reason:** Insufficient specialist staff**Consequence:** Delay in the delivery of goods**Action1:** Train internal personnel**Action 2:** Outsourcing the relevant activity to a qualified supplier |
| Project team members: | Project manager:Project number: 24CI-PR01 |
| Related organizational unit: | Start date: | End date: |
| Approved by: Signature: Date: |