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| 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: | | | |