

Document title: Continual improvement form	Organization logo	Document code: IMS-F-CI-01
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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: