

# CINNATI®

## AGENDA for Voice of Customer Meeting #2 Thursday July 21, 2016

**CPC Meeting Room, Whitewater Facility  
12:30PM – 3:30PM**

TOPIC	OBJECTIVE(S)	TOPIC LEADER(S)	TIME
Call to Order	<ul style="list-style-type: none"> <li>Welcome/ Review AGENDA</li> <li>Secretariat Appointment</li> </ul>	G. Todd	12:30-12:35
Review Meeting #1	<ul style="list-style-type: none"> <li>Minutes</li> <li>Presentations</li> <li>Open Issues – Clarification</li> <li>Roundtable Discussion</li> </ul>	G. Todd G. Todd Team Team	12:35-1:10
Interview with Carey Chen	<ul style="list-style-type: none"> <li>Presentation of Notes</li> </ul>	G. Todd	1:10-1:20
Break			1:20-1:30
Executive Summary A3: July2016	<ul style="list-style-type: none"> <li>Presentation of Summary</li> </ul>	G. Todd	1:30-1:40
VOC Program at CI	<ul style="list-style-type: none"> <li>Formalize Scope</li> <li>Outline Objectives</li> <li>Strategy Moving Forward</li> <li>Review of <u>Voices into Choices</u> text</li> <li>Investigate further sources for guidance</li> </ul>	Garbarino Team	1:40-2:30
Break			2:30-2:40
VOC Program at CI (continued)	<ul style="list-style-type: none"> <li>Continue Meeting #2 work</li> <li>Set strategy for Meeting #3</li> </ul>	Garbarino Team	2:40-3:10
Homework Assignments	<ul style="list-style-type: none"> <li>Assign tasks outside of committee to enhance Meeting #3 work plan</li> </ul>	G. Todd Team	3:10-3:20
Meeting #3 Date	<ul style="list-style-type: none"> <li>Set date for Meeting #3 in late August/ early September</li> </ul>	Team	3:20-3:25
Adjourn			3:25-3:30

<i>Meeting #2 Minutes</i>		<i>Secretary</i>	<i>w/in 5 days</i>
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