

Delivery review minutes

14 September 2026 | Facilitator: Jordan Lee | Duration: 30 minutes

Attendees: Product, Engineering, Operations and Support.

Decisions

- Start the pilot with the support team before inviting all departments.
- Keep the current escalation route during the first two weeks.

Actions to follow up

Action	Owner	Due
Confirm pilot participants	Product	18 September
Publish the support guide	Support	21 September
Exercise recovery	Operations	23 September

Next meeting

28 September: review pilot feedback and decide whether to expand access.