**Team: Customer Fulfillment**

**Team Name Now: ICA ToP Training website**

**Overall Victory for 2013**

* Website is operational and meets the needs of ICA Top Trainers and registrars
* All ToP courses through the website
* All registrar teams are trained
* We have agreement by ICA and the ToP trainers/registrars with regards to ToP Training program procedures & policies

**Accomplishments for 2013**

* Virtual training sessions for all registrars held
* First edition user guide is complete
* Defining and coming to agreement with regards to the training policies and procedures that define the system business requirements
* Refinement of system set-up to fulfill revised business requirements

**How you will connect with Team and with ToP Network**

* Regular virtual meetings
* Getting input from registrars by way of surveys and virtual meetings (?)
* Hold virtual training sessions for registrars
* Suzanne Esber is liaison to ToP Network board and ICA

**Budget Requirements**

Defining that with ICA

**Team Leaders:**

Jonathon Bell

Suzanne Esber

Contact with all registrars – input and training

Board liaison

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