

Quarterly Product Review

Review Q2 delivery against commitments, agree the Q3 shape, and take a decision on the pricing refresh so that Finance can begin the recognition work.

RUNNING ORDER

- 09:30

5 min

1. Welcome and apologies

ADMIN

Diane Okafor · Chair

Confirm quorum, note apologies, approve the minutes of 14 March.

DESIRED OUTCOME: Previous minutes signed.
- 09:35

20 min

2. Q2 delivery review

UPDATE

Priya Raghunathan · Head of Engineering

Delivery against the sixteen committed epics, root cause of the two carried items, and the revised offline-sync estimate.

DESIRED OUTCOME: Agreement on whether carried items roll forward or are re-scoped.
- 09:55

15 min

3. Customer health and churn signals

UPDATE

Sarah Lindqvist · Director, Customer Success

Quarterly churn, the effect of the new onboarding sequence, and the two enterprise accounts flagged at risk.

DESIRED OUTCOME: Save plans mandated for at-risk accounts.
- 10:10

10 min

Break
- 10:20

25 min

4. Pricing and packaging refresh

DECISION

Ben Achterberg · Finance Business Partner

Three modelled scenarios with expansion-revenue and cannibalisation estimates. Paper 3 in the pre-reads carries the full workings.

DESIRED OUTCOME: A scenario chosen, or a clear list of what is still missing.
- 10:45

10 min

5. Design system consolidation

DISCUSSION

Tomás Errázuriz · Head of Design

Coverage now at 82%. Proposal for a freeze on bespoke components until coverage passes 95%.

DESIRED OUTCOME: Freeze approved or amended.
- 10:55

5 min

6. Audit readiness update

NOTING

Josef Halloran · Kestrel LLP

Evidence collection status and the two identified control gaps. For noting only.

11:00

5 min

**7. Any other business and close**

ADMIN

Diane Okafor · Chair

DESIRED OUTCOME: Actions read back and owners confirmed.**PRE-READS**

1. **Paper 1 — Q2 delivery scorecard** — Epic-level status with variance commentary (4 pp)
2. **Paper 2 — Customer health dashboard, Q2** — Churn, expansion and NPS by segment (3 pp)
3. **Paper 3 — Packaging scenarios A/B/C** — Modelled revenue and full assumptions appendix (11 pp)
4. **Paper 4 — Design system coverage report** — Component inventory and surface coverage (2 pp)
5. **Minutes of 14 March 2026** — For approval at item 1 (5 pp)

Please read before the meeting; papers will not be presented in the room.

LOGISTICS**IN THE ROOM****Harbour Room, 3rd floor**

42 Harbor Lane, Portland

Visitors sign in at reception; lift
access needs a day pass.

JOINING REMOTELY**Northwind Meet**

Meeting ID 418 220 9077

Passcode 614903

Dial-in +1 (555) 010-4242

HOUSEKEEPINGChair: **Diane Okafor**Minutes: **Martin Vance**

Coffee and pastries from 09:15;
no lunch.

Items not reached by 11:05 will be carried to the September meeting. Requests to add an item must reach the Secretary at least three working days in advance.