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| ***To:*** | *opsdirector@officegreen.com; productdirector@officegreen.com; hrspecialist@officegreen.com; srvphr@officegreen.com* |
| ***Subject:*** | ***Decision needed to improve the delivery rates to Plants Pals customers*** |
| To the Director of Operations,  The HR Specialist,  The Senior Vice President of Human Resources,  The Director of Product,  Hello, my name is Aina Ganiu. I have been the project manager assigned for delivery Plants project at Office Green, which the testing is ongoing.  I would like to bring an issue to your attention. The project team has already installed software to manage incoming orders and begun sending out test shipments to customers. However, the team has encountered some problems along the way. One major issue is that you don’t have enough drivers to deliver all of the orders on time.  So far, the drivers have delivered only 80% of the plants successfully. Customer satisfaction has suffered, and some customers have already canceled their subscriptions. The project team needs to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late. A delay could create even more issues setting back the project timeline, risking product quality, and hurting revenue.  I have informed my team on this issue and we have analyzed the best method of resolving the issue at hand. I propose we should hire enough drivers and provide them with the best road delivery route to deliver the products on time.  Thank you in advance for your consideration and insight.  Aina Ganiu | |

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