| ***To:*** | *opdirector@officegreen.com; hrspecialist@officegreen.com; srvp@officegreen.com* |
| --- | --- |
| ***Subject:*** | ***[Action Required] - Driver + Delivery Issues*** |
| Good morning team,  I wanted to start off by thanking everyone for their hard work on this project so far - all our individual strengths coming together has made for an excellent team dynamic! My name is Ryan, and I am the Project Manager on the Plant Pals Project. While we have been making great progress with this project, some major issues have come to attention, that need to be addressed:   * Delivery drivers have delivered only 80% of the plants successfully, and more driving staff is needed. This has impacted customer satisfaction and resulted in some customers cancelling their subscriptions due to the delivery timelines not being met. * On-time delivery rate needs to rise to at least 90% to avoid sending the next batch of plants out late. * It is important to emphasize that further delays could cause further impact to the project timeline, product quality, and revenue.   I have some ideas on how to improve future delivery rates (such as hiring at least two more drivers for weekday deliveries) and would like to discuss the matter with you all as soon as possible, I would greatly appreciate any recommendations and discussions on this matter when we have a chance to connect. Does 3:00PM on Thursday work for everybody? Please let me know. I appreciate your time as always, and I look forward to discussing this situation further with you all.  Best Regards,  Ryan  ryan@plantpals.com  519-500-5050 | |

## 