| ***To:*** | *opdirector@officegreen.com; hrspecialist@officegreen.com; srvp@officegreen.com* |
| --- | --- |
| ***Subject:*** | ***[Action Required] Delivery Rate Issue*** |
| Hello,  I hope you are doing well. My name is Fahmil Shah, and I am the Project Manager on the Project Pals project. I wanted to thank you for your support so far as we are getting this project off the ground. The project is currently underway, and we are doing quite well overall as we are working on the execution of this exciting project.  I am writing this email to address a particular issue that has arisen, however, with our delivery rates. Due to a shortage of delivery drivers, we have not been able to meet our target of at least 90% on-time delivery rates. We currently are only delivering approximately 80% of our plants on-time, which has led to low customer satisfaction ratings, and in some cases, cancellations of subscriptions. Clearly, it is a top priority to increase the on-time rates, and so I would like to talk through some potential solutions, which may include increases in budgets and/or hirings in order to improve our ability to deliver plans on time. My hope is that these solutions will allow us to improve our metrics in short order, with the aim of avoiding timeline setbacks, lowering of product quality, and loss of revenue.  I would like to request some time to have a meeting in the next week or so in order to discuss some ideas that I have to address this issue, and to solicit recommendations from you as we attempt to improve our delivery rates. Please send me your availability over the next week or so, and I can send a Zoom meeting invite for us to discuss this issue in more detail.  Thank you very much for taking the time to address this concern. I believe that we should be able to leave the meeting with a good plan moving forward as we try to improve our delivery rates and better serve our Plant Pals customers. I look forward to hearing from you.  Sincerely,  Fahmil Shah | |

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