

Project Plant Pals

Operations & Training Plan

**February 15th**

Document Status: **Draft** | In Review | Approved

**Executive Summary:**

*Our plan is to create to create sustainable fulfillment and delivery of office plants services for our customers*

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * The project is to increase Plants Pals revenue by 5% within six month after launch |

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| **Deliverables** |
| 1. Set up order processing and supply chain management software 2. Create a plant delivery and logistics plan 3. Develop and launch an employee training program for the services |

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| **Business Case / Background** |
| **Why are we doing this?**   * These processes will help mitigate potential revenue losses due to late shipments and cancellations reported by our customers by ensuring an efficient, high-quality customer experience |

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| **Benefits, Costs, and Budget** |
| **Benefits:**   * Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction * *Additional benefits (optional)*:   **Costs:**   * Price of software, installation fees, time spent on hiring and training * *Additional cost areas (optional)*:   **Budget needed:**   * $75,000 |

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| **Scope and Exclusion** |
| **In-Scope:**   * Customer service standards, delivery processes, training protocols * *Other in-scope items (optional)*:   **Out-of-Scope:**   * Product development, vendor contracts * *Other out-of-scope items (optional)*: |

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| **Project Team** |
| **Project Sponsor:** Director of Operations  **Project Lead:** Project Manager (You!)  **Project Team:** Fulfillment Director, Quality Assurance Tester, Inventory Manager, Financial Analyst, Human Resources Specialist, Training Manager  **Additional Stakeholders:** VP of Customer Success, Account Manager, Receptionist, Sales Director, Sales Team, Marketing Director, Investors |

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| **Measuring Success** |
| **What is acceptable:**   1. Deliver 95% of orders on time within one month of launch 2. train 90% of employees before the official service launch. 3. Customers’ orders should be orders should be packaged and ready for shipment within two business days of being placed. |