Project Closeout Report: Operations & Training Plan

Status: **Draft**

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Author: Project Manager

| Project Sponsor | Operations Director |
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| Project Team | Financial analyst, Fulfillment Director, HR Specialist, Quality Assurance Tester, Customer Service Manager, IT Manager, Inventory Manager, Training Manager |
| Project Duration | March 1-September 6 |

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# Executive Summary

# *Project Overview: A review of the development and implementation of the operation and training plan project.*

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# Key Accomplishments

* Established plant delivery and logistics plan that brought delivery costs down by 50 cents per unit
* Selected and installed supply chain management software and equipment, which helped speed up plant procurement and sourcing
* Trained over 75% of employees before the service launch, boosting efficiency
* Installed new software to manage incoming orders, making the ordering process more efficient
* Sent test batches to customers to refine product quality and delivery protocols
* Ran an ongoing customer survey to gather information on customer satisfaction
* Implemented feedback from customer surveys, increasing on-time deliveries by 10% and satisfaction with customer service by more than 42%
* Implemented operations for Plant Pals service launch, creating a stable revenue stream

Lessons Learned

*What went well?*

* *On-time deliveries went from 80% to 90% during the test launch, by hiring more drivers and reassessing delivery routes.”*

*What went wrong? How did you resolve the issue?*

# Open Items

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# Next Steps and Future Considerations

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# Project Timeline

| March 1-April 9 | Established a plant delivery and logistics plan |
| --- | --- |
| April 12-April 30 | Selected & installed supply chain management software and equipment |
| May 3-June 11 | Trained over 75% of employees before sending out test batches |
| June 10-15 | Installed software to manage incoming orders |
| June 21-August 16 | Sent test batches to customers |
| June 21-July 19 | Conducted a customer satisfaction survey |
| July 5-July 30 | Implemented feedback from customer satisfaction survey |
| September 5 | Implemented internal operations for the official service launch |

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# Resources and Project Archive