



Project Plant Pals Operations & Training Plan February 15th

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Executive Summary:

“Our plan is to establish sustainable operations and training processes that ensure Plant Pals runs smoothly. By setting up efficient delivery systems, implementing order management tools, and preparing employees through training, we will support a high-quality customer experience and contribute to Office Green’s 5% revenue growth goal.”

Project Goal

SMART: *Specific, Measurable, Attainable, Relevant, and Time-bound*

- **Specific** → Delivery processes, software setup, employee training
- **Measurable** → 95% on-time deliveries, 2-day order processing, 90% trained employees
- **Attainable** → Matches scope, budget, and resources provided
- **Relevant** → Supports Plant Pals service and Office Green’s 5% revenue growth goal
- **Time-bound** → Six-month implementation window

Deliverables

1. **A completed delivery and logistics system** – including trucks, drivers, and pricing model – that ensures 95% of orders are delivered on time within one month of launch.
2. **An installed and functioning order processing and supply chain management software** that enables all orders to be packaged and ready for shipment within two business days.
3. **A fully developed and executed employee training program** with at least 90% of staff trained before the Plant Pals service launch.

Business Case / Background

Why are we doing this?

- The Operations and Training plan is essential to ensuring the long-term success of the Plant Pals service. By creating efficient delivery processes, implementing order management tools, and preparing employees to provide excellent service, Office Green can reduce cancellations and late shipments that lead to revenue loss. These improvements will directly support the larger business goal of increasing company revenue by 5% while maintaining high customer satisfaction.”

Benefits, Costs, and Budget

Benefits:

- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction
- *Increased customer satisfaction through timely deliveries and consistent service.*
- *Improved efficiency in order fulfillment and supply chain processes.*
- *Reduced cancellations and revenue losses caused by late or missed shipments.*
- *A well-trained workforce that ensures service quality and long-term operational stability.*

Costs:

- Price of software, installation fees, time spent on hiring and training
- *Upfront purchase of delivery trucks and operational tools*

- *Hiring, onboarding, and training drivers and support staff.*
- *Time invested in training employees, which may temporarily reduce productivity.*
- *Risk of budget overruns if delivery systems or software setup encounter delays.*

Budget needed:

- \$75,000

Scope and Exclusion

In-Scope:

- Customer service standards, delivery processes, training protocols
- *Purchasing and maintaining delivery trucks and equipment.*
- *Selecting, installing, and maintaining order processing and supply chain management software.*
- *Developing employee training lessons, scheduling sessions, and creating a communications plan.*
- *Tracking and reporting performance metrics (on-time deliveries, training completion, order processing times).*

Out-of-Scope:

- Product development, vendor contracts
- *Marketing or promotional campaigns for Plant Pals.*
- *Product development or plant selection decisions.*
- *Customer acquisition and sales strategies.*
- *Post-launch customer support services beyond employee training.*
- *Expansion of operations beyond the initial six-month launch phase.*

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

Measuring Success

What is acceptable:

1. At least 95% of customer orders are delivered on time within the first month of launch.
2. At least 90% of employees are fully trained before the Plant Pals service launch.