Office Green

Project Plant Pals
Operations & Training Plan
August 30th

Document Status: **<u>Finished</u>** | In Review | Evaluation

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Executive Summary:

Our plan is to create sustainable fulfillment and efficient delivery practices for the service´s day-to-day operations and support teams with the demands of the Plant Pals Service by training to excellent service standards.

Project Goal
SMART: S*pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound* ● Deliver 95% of orders on time within one month of launch ● Ship all orders in 2 business days from request ● 90% of employees trained until the launch

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

Business Case / Background

Why are we doing this?
- Putting these processes in place is essential to making a launch of this size successful. These processes will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience.

Benefits, Costs, and Budget

Benefits:
- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction

Costs:
- Price of software, installation fees, time spent on hiring and training

Budget needed:
- $75,000

Scope and Exclusion

In-Scope:
- Customer service standards, delivery processes, training protocols

Out-of-Scope:
- Product development, vendor contracts

Project Team

Project Sponsor: Director of Operations

Project Lead: Project Manager (Angélica Saraiva)

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. Deliver 95% of orders on time within one month of launch
2. Ship all orders in 2 business days from request