Office Green

Plant Pal workflows and training plans for support teams
August 2021

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Introduction:
Introducing internal workflows and training plans for support teams to handle growing customer base of Plant Pal service.

Goals of Project

*SMART: **S**pecific, **M**easurable, **A**ctionable, **R**elevant, and **T**ime-bound*
- Train at least 90% of staff on operational protocols for Plant Pal service customers within the next 6 months.
- Within the next 6 months, define operational protocols, ie. sustainable fulfilment and delivery practices for day-to-day operations for Plant Pal service, that support staff can adhere to
- Within the next 6 months, install the processing software to make the Plant Pal revenue streams more efficient.

Deliverables

- An operational protocol for delivery practices
- Training materials for customer support staff
- Processing software for Plant Pal revenue streams

Business Case / Background

Why are we doing this?
To ensure that staff is adequately trained on the new Plant Pal service before the service is launched so that they can support customers once the service is life.

Benefits, Costs, and Budget

Benefits
- Processes are in place that can be followed
- Staff trained to support customers using new service
- Continuous monitoring is in place for success of customer support, i.e. ongoing metrics available

Costs:
- Training materials are generated
- Time needed for training events that staff is not working to support customers
- Workforce needed for installation of software and hardware to run it on

Budget needed:
- $250,000

Scope and Exclusion

In Scope:
That the internal workflows are created and staff is adequately trained.
Out of Scope:
That customers are trained on how to use the service.

Project Team

Project Sponsor
Director of Product
Project Lead
Anika

Project Team
Financial Analyst
Quality Assurance Tester
Additional Stakeholders
Budget Coordinator
Human Resource Specialist
Fulfillment Director

Measuring Success:

What is acceptable:
- Sustainable fulfilment and delivery practices established for day-to-day operations not exceeding project budget
- Order processing software installed before launch
- 90% of employees trained on Plant Pal before project launch