

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

***Our plan is to improve the efficiency of the fulfillment process which includes plant delivery and logistics.***

| **Project Goal** |
| --- |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Goal of a 5% revenue increase for Office Green. * Create a plant delivery and logistics plan to make the fulfillment process to deliver 95% of orders on time within one month of launch. * Employee training program to train 90% of employees before the official service launch. |

| **Deliverables** |
| --- |
| 1. Set up order processing and supply chain management software to make revenue streams more efficient. 2. Purchasing delivery trucks, hiring drivers, and calculating delivery fees to make fulfillment efficient. 3. Create a communications plan, prepare training lessons, and schedule and conduct training sessions 4. Select, install, and maintain the software to ensure it continues to function properly. |

| **Business Case / Background** |
| --- |
| **Why are we doing this?**   * 5% revenue increase for Office Green. * Set up order processing and supply chain management software to make revenue streams more efficient. * Your team will create internal processes and training procedures for support teams, so they can meet the demands of the Plant Pals service. 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 * *Additional benefits (optional)*:   **Costs:**   * Price of software, installation fees, time spent on hiring and training * *Additional cost areas (optional)*:   **Budget needed:**   * $75,000 |

| **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)*: |

| **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. 95% of orders on time within one month of launch 2. Train 90% of employees before the official service launch. 3. 5% revenue increase |