Project Closeout Report: Operations & Training Plan

Status: **Draft**

Date: 09-09

Author: Project Manager

| Project Sponsor | Operations Director |
| --- | --- |
| 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 |

# 

# 

# Executive Summary

# *Project Overview: The Development and Implementation of Operations and Training plan for Office Green with laid out goals, objectives, milestones and other deliverables for the 6 month duration. The overall objective being to improve customer satisfaction, improve processes and thereby impact profitability.*

# 

# 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?*

* *After fixing the bug in the customer support software application, customer satisfaction with support increased. This led to my request for more hands in the Quality Testing team to run continuous testing on all Office Green software applications to check for bugs and fix it on time.*
* *After the survey, We understood customer preference for morning deliveries and after scheduling a lot of our deliveries to meet timeline there was an increase of customer satisfaction.*

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

* *The test batches sent to customers came with higher than expected faulty margins in our suppliers packaging errors, the implied cost to rectify the errors was enormous. The survey carried out helped in tracking down the issues as we thought having more drivers and attending to their constraints was the solution.*
* *The software installed to manage incoming orders introduced a bug into the office green software application. It was fixed after running a sanity test. This also reinforced the need to bring in more hands into the Quality assurance team and run continuous testing on all Office Green software applications.*

# Open Items

* *After employing more drivers, our on time deliveries is still 5% less of achieving set goal this might be coming from other sources that still needs to rectified*
* *Customers preference for live chat option support is yet to be fully implemented as it involves employing more hands to the customer support team and another batch of training which is not feasible now due to the cost implications*

# 

# Next Steps and Future Considerations

* *There is need to have a Quality assurance team with a head*
* *The online support chat access should be made open to other selected office green employees for incentivised response to reduce waiting time.*

# 

# 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 |

# 

# Resources and Project Archive

* *ROAM* [*https://docs.google.com/spreadsheets/d/1\_uQn-zwpgx\_D6kKrrri8c7azN8225UHWfsA7uO6jwKw/edit#gid=0*](https://docs.google.com/spreadsheets/d/1_uQn-zwpgx_D6kKrrri8c7azN8225UHWfsA7uO6jwKw/edit#gid=0)
* *Project plan* [*https://docs.google.com/spreadsheets/d/1HtndwmqbobFOA5MBspfsLmtoj7tXrLJtPW2AretXmrM/edit#gid=300282276*](https://docs.google.com/spreadsheets/d/1HtndwmqbobFOA5MBspfsLmtoj7tXrLJtPW2AretXmrM/edit#gid=300282276)
* *Escalation email* [*Escalation email*](https://docs.google.com/document/d/1JmklpiGrQ1v5YcWmAW9VtEBT5fmFfoCC-DLnqYI0598/edit)
* *Meeting Agenda* [*Meeting Agenda*](https://docs.google.com/document/u/0/d/1IOndABOAogkdo9KyCLTLatYT12WeziyCiGZTZPdddA0/edit?resourcekey=0-SXRb9z5cnB8lcKAxOmCEYQ)