Diagram

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Project Online Food Ordering System

Operations & Training Plan

**October 4th**

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

**Executive Summary:**

**Our plan is to build an Online Food System Ordering plan, that will create sustainable fulfillment and delivery practices for Food Ordering day-to-day operations.**

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * The main objective of online food ordering system is to automate the existing manual system. * 7% revenue increase * 90% employees trained before office service launch. * 5 months to fully implement all protocol. |

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| **Deliverables** |
| 1. Create a plan food delivery from supplier to customer, with up to 95% time in the first month of launch. 2. Select, install, and maintain supply chain software to ensure orders are packaged and ready to ship within approximately 2 hours of being placed. 3. Develop and launch an employee training program to train 90% of employees before the official service launch. |

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| **Business Case / Background** |
| **Why are we doing this?**   * The Operations and Training plan will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience. By ensuring that System runs smoothly, the plan also supports the larger project goal of a 7% revenue increase for Online Food Odering System. |

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| **Benefits, Costs, and Budget** |
| **Benefits:**   * Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction * Help manager easily manage system   **Costs:**   * Price of software, installation fees, time spent on hiring and training * Gasoline, coffee, cigarette fees   **Budget needed:**   * 90,000 |

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| **Scope and Exclusion** |
| **In-Scope:**   * Customer service standards, delivery processes, training protocols, processes management   **Out-of-Scope:**   * Product development, vendor contracts |

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| **Project Team** |
| **Project Sponsor:** Director of Operations  **Project Lead: Nguyễn Văn Đông**  **Project Team:** Fulfillment Director, Project Manager, Project Quality Checker, Training Manager  **Additional Stakeholders:** VP of Customer Success, Account Manager, Admin project, Human Resources Specialist |

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| **Measuring Success** |
| **What is acceptable:**   1. Deliver 95% of orders on time within one month of launch. 2. Train 90% of employees before the official service launch. |