

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

| **Project Goal** |
| --- |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*  ● Our SMART goal is to fully implement the Operations & Training Plan within six months, ensuring on-time deliveries for at least 95% of orders within one month of service launch. |

| **Deliverables** |
| --- |
| 1. Well-defined customer service standards and delivery processes.  2. Implementation of training protocols for the support team.  3. Successful execution of the inventory management system. |

| **Business Case / Background** |
| --- |
| **Why are we doing this?**   * The Operations & Training Plan is vital for the successful launch and continuous operation of Project Plant Pals. By establishing efficient processes, we can minimize revenue losses from late shipments and improve customer satisfaction. This plan aligns with our strategic goals of revenue growth and customer retention. |

| **Benefits, Costs, and Budget** |
| --- |
| **Benefits:**   * Increased revenue by 5% through successful service implementation   ● Reduction in costs associated with late shipments and related issues  ● Improved customer satisfaction and loyalty  **Costs:**  ● Investment in software procurement and installation  ● Expenses related to recruitment and training of personnel  **Budget needed:**   * $75,000 |

| **Scope and Exclusion** |
| --- |
| **In-Scope:**   * **Development of customer service standards and delivery processes** * **Implementation of training protocols for the support team**   **Out-of-Scope:**  **● Product development**  **● Vendor contract negotiations** |

| **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:**   * Supports larger project goal of 5% revenue increase by ensuring service runs smoothly * Mitigates losses related to poor customer experience (e.g., late shipments, canceled subscriptions) * Helps ensure success for a launch of this size |