ABC COMPANYS

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

* To create sustainable fulfilment and delivery practices for the service’s day-to-day operations.

|  |
| --- |
| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * 5% revenue increase for ABC Company. * deliver 95% of orders on time within one month of launch * Train 90% of employees before the official service launch. |

|  |
| --- |
| **Deliverables** |
| 1. purchasing delivery trucks, hiring drivers, and calculating delivery fees. 2. Set up order processing and supply chain management software to make revenue streams more efficient 3. The team needs to create a communications plan, prepare training lessons, and schedule and conduct training sessions. |

|  |
| --- |
| **Business Case / Background** |
| **Why are we doing this?**   * *This service from our customers will improve customer satisfaction and retention and decrease order cancellation and thus help to mitigate unnecessary losses.* |

|  |
| --- |
| **Benefits, Costs, and Budget** |
| **Benefits:**   * Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction   **Costs:**   * Price of software, installation fees, time spent on hiring and training   **Budget needed:**   * $75,000 |

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

|  |
| --- |
| **Project Team** |
| **Project Sponsor:** Director of Operations  **Project Lead:** Project Manager  **Project Team:** Fulfilment 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. 90% of employees need to be trained before the launch 2. a 5% revenue increase for ABC Company. |