| ***To:*** | *opdirector@officegreen.com; hrspecialist@officegreen.com; srvp@officegreen.com* |
| --- | --- |
| ***Subject:*** | *[Action Required] Action required to not be able to make target deliveries and hence making losses and customer dissatisfaction.* |
| Hi All,    I hope you all are doing well. As you may know I have been managing the plant pals project which is scheduled to launch next month.  I would like to bring an issue to your attention. Ahead of the official launch we were testing the Plant Pals project before official launch. One major issue that has come up is that there aren't enough drivers to deliver all of the orders on time. So far, the drivers have delivered only 80% of the plants successfully. The team needs to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late.  Customer satisfaction has suffered, and some customers have already canceled their subscriptions. A delay could create even more issues—setting back the project timeline, risking product quality, and hurting revenue.  The team and I have brainstormed and came up with two possible solutions. The first solution being to hire more drivers before the launch. The second solution is changing the time in these deliveries being made. I have deep dived and came to a conclusion that the deliveries are made during the peak traffic times. We can change a major chunk of deliveries made before the office rush and once the office rush settles at 10 am till 1pm and from 3pm to 6pm. We could do much more efficient supply chain management by sending large trucks to far away deliveries and smaller ones to fulfill nearby orders so that the smaller truck could refill and make more deliveries.  Thank you in advance for your consideration and insight  Program Manager. | |

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