

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

*Our goal is to build an operations and training plan for the creation and implementation of Plant Pals new service in creating sustainable fulfillment and delivery practices for the services day to day operations.*

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * In six months create internal processes and training procedures * Reduce revenue loss from late shipments and cancellations by EOY * Support Office Green in achieving a 5% revenue increase by EOY |

| **Deliverables** |
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| 1. Launching employee training 2. Create a plant delivery and logistics plan 3. Set up ordering processes |

| **Business Case / Background** |
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| **Why are we doing this?**   * To help mitigate revenue losses due to late shipments and cancellations |

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

| **Scope and Exclusion** |
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| **In-Scope:**   * Customer service standards, delivery processes, training protocols * *Other in-scope items (optional)*:   **Out-of-Scope:**   * Product development, vendor contracts * *Other out-of-scope items (optional)*: |

| **Project Team** |
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| **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** |
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| **What is acceptable:**   1. A revenue increase of 5% for Office Green 2. To deliver 95% of orders on time within one month of launch |