

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

The purpose of the project is to create internal training processes to optimize day-to-day logistics procedures and operations, in order to increase customer satisfaction and eventually increase Office Green revenue.

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Build efficient fulfillment and delivery procedures, to accomplish 95% on-time deliveries within 30 days of project launch |

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| **Deliverables** |
| Training at least 90% of staff before the launch of the product.  2. Set up order processing and supply chain management software to make revenue streams  more efficient before launch.  3. Create a plant delivery and logistics plan to make the fulfillment process as efficient as  possible 95% of orders on time within one month of launch  Training at least 90% of staff before the launch of the product.  2. Set up order processing and supply chain management software to make revenue streams  more efficient before launch.  3. Create a plant delivery and logistics plan to make the fulfillment process as efficient as  possible 95% of orders on time within one month of launch  Training at least 90% of staff before the launch of the product.  2. Set up order processing and supply chain management software to make revenue streams  more efficient before launch.  3. Create a plant delivery and logistics plan to make the fulfillment process as efficient as  possible 95% of orders on time within one month of launch   1. At least 90% of employees have completed the training sessions planed before the launch of the project, in the estimated 6-month period 2. A new order processing and supply chain management software has been set up and tested to ensure functionality, to achieve order to shipment within 2 business days. 3. The new delivery and logistics plans have been implemented, by hiring drivers, purchasing trucks and calculating costs, to achieve 95% timely deliveries |

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| **Business Case / Background** |
| **Why are we doing this?**   * This project will achieve optimized workflow and more efficient revenue streams, increase customer satisfaction and contribute to the larger project goal of increasing Office Green revenue by 5% |

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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 * *Additional benefits (optional)*:   **Costs:**   * Price of software, installation fees, time spent on hiring and training * *Additional cost areas (optional)*:   **Budget needed:**   * $75,000 |

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| **Scope and Exclusion** |
| **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)*: |

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| **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 |

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| **Measuring Success** |
| **What is acceptable:**   1. At least 90% of staff has been trained to new software and procedures 2. Order to shipment is fulfilled within 2 business days for at least 95% of orders |