

Project Plant Pals

Operations & Training Plan

**August 2021**

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

**Executive Summary:** Our plan is to establish efficient fulfillment and delivery practices for Plant Pals. This will streamline operations, reduce late shipments, and ensure a high-quality customer experience, supporting our goal of a 5% revenue increase for Office Green.

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Our Project goal is to implement sustainable fulfillment and delivery practices for Plant Pals, reducing late shipments and cancellations by 20%, contributing to a 5% revenue increase for Office Green, all within a six-month timeframe and a $75,000 budget. |

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| **Deliverables** |
| 1. Create a plant delivery and logistics plan 2. Set up order processing and supply chain management software 3. Develop and launch employee training program |

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| **Business Case / Background** |
| **Why are we doing this?**   * The Operations and Training Plan is designed to address the needs of the new service, reducing customer attrition and delivering a superior customer experience. By facilitating an efficient launch of Plant Pals, this plan will contribute to our overarching project objective of achieving a 5% revenue increase for Office Green. |

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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 * Maintaining high quality standards following the initial service launch * Mitigation of potential revenue losses through customer attrition * Increased customer satisfaction * *Additional benefits (optional)*:   **Costs:**   * Price of software, installation fees, time spent on hiring and training * Cost of materials (including delivery trucks, packaging materials, etc.) * Operational costs (ordering systems, transaction costs, overhead) * Time spent on operational systems education and training for employees * *Additional cost areas (optional)*:   **Budget needed:**   * $75,000 |

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| **Scope and Exclusion** |
| **In-Scope:**   * Customer service standards, delivery processes, training protocols * Budget Management, Inventory Management, Software Maintenance, Supply Chain Fulfillment, Quality Controls, Transaction Methods, Human Resources * *Other in-scope items (optional)*:   **Out-of-Scope:**   * Product development, vendor contracts * Web Development, Pricing, Account Management * *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. 95% of orders on time within one month of launch 2. 100% of orders packaged and ready for shipment within two days of being placed 3. Train at least 90% of employees before the official service launch 4. 5% revenue increase for Office Green |