Office Green

Project Plant Pals
Operations & Training Plan

Document Status: **<u>Draft</u>** | In Review | Approved

Executive Summary:

Our plan is to create sustainable fulfillment and delivery practices for the service's day-to-day operations.

Project Goal (s)
*SMART: **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound* ● **Objective 1:** Deliver 95% of orders on time within one month of launch by creating and implementing a plant delivery and logistics plan. ● **Objective 2:** Increase revenue by 5% by the end of the year by rolling out a new service that provides office plants to top clients. ● **Objective 3:** Increase revenue by 5% by the end of the year by utilizing a processing and supply chain management software, and training employees. ● **Objective 4:** Train 90% of employees before the official service launch by creating a communications plan and conducting employee training sessions.

Deliverables
1. A plant delivery and logistics plan 2. A processing and supply chain management software

3. An employee training lesson plan and materials
4. Increase customer satisfaction with services

Business Case / Background

Why are we doing this?
- Prior to rolling out the new service, the internal team needs to develop logistics plan and training lessons.
- Research shows that our customers love our products but are frustrated with the consistently late shipments. This has led them to cancellations and looking to other services that are not as high quality, but with more dependable delivery.

Benefits, Costs, and Budget

Benefits:
- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction
- *Additional cost areas (optional)*:
  - More efficient delivery protocols leading to 20% decrease in call center wait times regarding shipping and cancellations.
  - Delivering orders on time will decrease the amount of purchased product within warehouses by 40%.

Costs:
- Price of software, installation fees, time spent on hiring and training
- *Additional cost areas (optional)*:
  - Annual follow-up training after the project is completed
  - Customer and employee communications regarding new processes (emails, signage, advertising, etc.)

Budget needed:
- $75,000

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)*:

Project Team

Project Sponsor: Director of Operations

Project Lead: Project Manager

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

What is acceptable:
1. 90% of employees trained in new service protocols 1 month before service launch.
2. 5% increase in employee satisfaction in workplace operations (from 75% to 80%) by the end of the year.
3. 5% increase in revenue by the end of the year
4. 8% increase in customer satisfaction (from 85% to 93%) three months after launch.
5. 3% increase in new customers identified as referrals six months after product launch.