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<b>Subject:</b>	<b><i>Plant Pals delivery system needs attention</i></b>
<p>Dear Operations Director and HR specialist,</p> <p>Hope this email finds you well. By way of a brief re-introduction, I am the PM for the Plant Pals Operation &amp; Training Project which is scheduled to be launched in late September. I am reaching out for your perspective on a high-priority matter concerning our customer retention.</p> <p>To provide some context, we launched our first Plant Pals batch two weeks ago. Our records show a delivery completion rate of about 80% while our target is set at 90-95%. A quite possible cause is routes undergoing repairs and traffic being held at strategic points, but might not be the only one. As a result, only half of the proposed daily deliveries are fulfilled. Since the construction work is expected to continue until November, we must take mitigation actions.</p> <p>This unexpected delay is negatively affecting our customers' satisfaction. Ongoing missed delivery deadlines could lead to cancelled subscriptions or returns, which may result in approximately \$50,000 in lost revenue. There is also a long-term risk of migration of established clients to large-cap players.</p> <p>My short-term proposal is to increase the delivery drivers fleet while we wait for more stats on delivery issues. I would like to meet as soon as possible to review a mitigation plan. Are you available in the next two days to discuss options and come to an agreement on the next steps?</p> <p>Thank you in advance for your consideration,</p> <p>Project manager</p>	