



Plant Pals Operations & Training Plan

February 15th

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

Executive Summary: our aim is to build efficient internal processes for the Plant Pals service to provide fast deliveries and improve the customers experience. Achieving these goals will directly drive our main objectives of increasing customer retention and revenue.

Project Goal

SMART: *Specific, Measurable, Attainable, Relevant, and Time-bound*

- Create a plant delivery and logistics plan to deliver 95% of orders on time within one month of launch.
- Set up order processing and supply chain management software so that orders are packaged and ready for shipment within two business days of being placed.
- Develop and launch an employee training program, aiming to train 90% of employees before the official service launch.

Deliverables

1. Delivery trucks purchased, drivers hired, and delivery fees calculated
2. Fulfillment management and inventory software installed, equipment installed
3. Training lessons conducted

Business Case / Background

Why are we doing this?

- The operations and training plan is an essential part of the second stage of the Plant Pals Project, following a successful marketing plan and web page launch.
- Our previous system is outdated and/or it needs to accommodate the new Plant Pals requirements and be able to buffer a higher work flow.

Benefits, Costs, and Budget

Benefits:

- Support new service by reducing late shipments and related costs
- Increase customer retention by positively impacting their satisfaction

Costs:

- Software and equipment
- Time spent on hiring and training
- Installation fees, delivery fees

Budget needed:

- \$75,000

Scope and Exclusion

In-Scope:

- Customer service standards, delivery processes, training protocols
- Purchase of materials, vehicles, equipment, software

Out-of-Scope:

- Product development, vendor contracts
- Future maintenance, new employees training, software updates & licence renewal

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. The project is completed on time, within budget and according to the agreed scope, allowing for pre-agreed tolerances.
2. The stakeholders are satisfied with the deliverables and feel their needs are being met, compromising 3 unfinished deliverables if the project is delayed.
3. The results are sustainable and do not create excessive technical debt or require immediately costly repairs.