

To:	opdirector@officegreen.com ; hrspecialist@officegreen.com ; srvp@officegreen.com
Subject:	Plant Pals delivery system needs attention

Dear Operations Director and HR specialist,

Hope this email finds you well. By way of a brief re-introduction, I am the PM for the Plant Pals Operation & 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.

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.

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.

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?

Thank you in advance for your consideration,

Project manager