# Retrospective: Plant Pals Operations and Training
## *September 7th*

**Owner:**
**Collaborators:**

## Project Summary

*The Plant Pals service provides high-volume customers with small, low-maintenance plants for their desks. With this initiative, we increased customer retention for plant decor from 80 to 95%. The Operations and Training Plan established the basis for daily operations, maintenance and improved the delivery logistics to satisfy our clients.*

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|---|---|
| **Project Status:** | Completed |
| **Project Goals and Objectives:** | 1. Create a plant delivery and logistics plan to deliver 95% of orders on time within one month of launch.<br><br>2. 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.<br><br>3. Develop and launch an employee training program, aiming to train 90% of employees before the official service launch. |
| **Duration of project:** | 6 months |
| **Team:** | Operations Director, Financial analyst, Fulfillment Director, HR Specialist, Quality Assurance Tester, Customer Service Manager, IT Manager, Inventory Manager, Training Manager |
| **Link to Project Doc(s)** | <ul><li>*Project Charter*</li><li>*Project Plan*</li><li>*Risk Management Plan*</li><li>*Work Breakdown Structure (WBS)*</li><li>*ROAM Analysis*</li><li>*Status reports*</li><li>*Presentation of customer feedback*</li><li>*Relevant meeting agendas*</li><li>*Operations & Training Plan Project Closeout*</li></ul> |
| **Methodology:** | Waterfall |
| **Project Resources:** | <ul><li>Stakeholder analysis</li><li>RACI charts</li></ul> |

# Lessons Learned

## Things that went well:
- We established a plant delivery and logistics plan that brought delivery costs down by 50 cents per unit.
- The training sessions were completed just right before the service launch, with a participation rate of 75%

## Things that need improvement:
- Our 95% on-time deliveries target is shortly unmet.
- The training program still needs to hit 90% attendance (25% more) to ensure smooth warehouse procedures

## Where we got lucky:
- We implemented feedback from customer surveys after two weeks, increasing on-time deliveries by 10% and satisfaction with customer service by more than 42%
- The launch of the first batch was a success, with new orders exceeding our targets by 15%

# Action Items

*What actions should we take as a result of our lessons learned?*

| Action Item | Type [tool, process, team] | Owner | Links |
|---|---|---|---|
| • Investigate additional reasons for late deliveries<br>• Schedule new training dates for the rest of the staff<br>• Implement live chat support<br>• Create step-by-step guides and tutorials for plant care | Process<br><br>Process<br><br>Tool<br><br>Tool | PM<br><br>TM/HR<br><br>CSM<br><br>QA | |

# Future Considerations

*What would we recommend future projects of a similar nature mitigate or design contingency plans for?*

| Risk | Type [technical, process, team, schedule] | Contact | Link(s) |
|---|---|---|---|
| Delayed deliveries due to road repairs/ weather events/ strikes | schedule | | |

# Optional Supporting Materials and Notes

## Retrospective Meeting Notes

**Date:** July 21st

**Owner:** Project Manager

**Attendees:** Financial Analyst, Fulfillment Director, Quality Assurance Tester, Customer Service Manager, IT Specialist, Inventory Manager, Training Manager

**Agenda:**
Topic #1: Plant Pals Milestones completion for equipment and installation of software – engagement reviews and brief discussion in charge of the IT specialist
Topic #2: A review of test batches of Plant Pals – brainstorming session for ideas on how to hit 95% delivery times and to improve quality standards in our products
Topic #3: Customer service support – discussion on the next service implementation for plant care support

**Notes:**