Project Closeout Report: Operations & Training Plan

Project Sponsor	Operations Director
Project Team	Financial analyst, Fulfillment Director, HR Specialist, Quality Assurance Tester, Customer Service Manager, IT Manager, Inventory Manager, Training Manager
Project Duration	March 1-September 6

Executive Summary

The Operations & Training Plan establishes the fulfillment process and workflow maintenance for the Plant Pals initiative. The team became proficient in the new pipeline and successfully launched the first test batch with 15% more orders than anticipated. Survey insights informed customer service refinements and contributed to a 90% on-time delivery rate.

Key Accomplishments

- Established plant delivery and logistics plan that brought delivery costs down by 50 cents per unit
- Selected and installed supply chain management software and equipment, which helped speed up plant procurement and sourcing
- Trained over 75% of employees before the service launch, boosting efficiency
- Installed new software to manage incoming orders, making the ordering process more efficient
- Sent test batches to customers to refine product quality and delivery protocols
- Ran an ongoing customer survey to gather information on customer satisfaction
- Implemented feedback from customer surveys, increasing on-time deliveries by 10% and satisfaction with customer service by more than 42%
- Implemented operations for Plant Pals service launch, creating a stable revenue stream

Lessons Learned

What went well?

- *The launch of the first batch was a success, with new orders exceeding our targets by 15%. This translated to adjustments on our warehouse operations processes to accommodate increased capacity for plant potting and packaging.*
- *Training sessions were completed within schedule, with a participation rate of 75%*

What went wrong? How did you resolve the issue?
- *The Customer Relations team received only 30% of requests and complaints from the customer support system. This issue was solved by fixing problems with the new software, and customer satisfaction increased sharply by the end of Week 3*
- *The delivery completion rate hit below 80% in the first two weeks, traffic jams were the main issue in some delivery areas. By hiring and training more drivers, the on-time deliveries rose to 90%*

Open Items
- *Our team still needs to increase on-time deliveries by 5%. Investigate additional reasons for late deliveries*
- *The training program still needs to hit our 90% target (25% more).*

Next Steps and Future Considerations
- *Adjust the delivery time windows to adapt to our customer preferences, focusing on before opening-hours deliveries*
- *To further improve our customer support service, we should consider implementing a live chat support and sending shared step-by-step guides and tutorials.*

Project Timeline

March 1-April 9	Established a plant delivery and logistics plan
April 12-April 30	Selected & installed supply chain management software and equipment
May 3-June 11	Trained over 75% of employees before sending out test batches
June 10-15	Installed software to manage incoming orders
June 21-August 16	Sent test batches to customers
June 21-July 19	Conducted a customer satisfaction survey
July 5-July 30	Implemented feedback from customer satisfaction survey
September 5	Implemented internal operations for the official service launch

Resources and Project Archive
- *[Project Charter](#)*

- *Project Plan*
- *Stakeholder analysis*
- *Risk Management Plan*
- *Work Breakdown Structure (WBS)*
- *RACI charts*
- *ROAM Analysis*
- *Status reports*
- *Presentation of customer feedback*
- *Relevant meeting agendas*
- *Retrospective*