



## Plant Pals Operations & Training Plan

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**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- Our previous system is outdated and/or it needs to accommodate the new Plant Pals requirements and be able to buffer a higher work flow.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.