

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

**Our plan is to build an operations and training plan for the new service to help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience. The creation and implementation of this plan marks a new stage of the Plant Pals project with its own set of goals and deliverables.**

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Create and implement, over six months, sustainable fulfillment and delivery practices for the service’s day-to-day operations to increase revenue by 5%. |

| **Deliverables** |
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| 1. Deliver 95% of orders on time within one month of launch. 2. Train 90% of employees before the official service launch. 3. Increase in revenue |

| **Business Case / Background** |
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| **Why are we doing this?**   * The creation and implementation of this plan mark a new stage of the Plant Pals project with its own set of goals and deliverables. * Putting these processes in place is essential to making a launch of this size successful. |

| **Benefits, Costs, and Budget** |
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| **Benefits:**   * Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction * *Additional benefits (optional)*:   **Costs:**   * Price of software, installation fees, time spent on hiring and training * *Additional cost areas (optional)*:   **Budget needed:**   * $75,000 |

| **Scope and Exclusion** |
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| **In-Scope:**   * Customer service standards, delivery processes, training protocols * *Other in-scope items (optional)*:   **Out-of-Scope:**   * Product development, vendor contracts * *Other out-of-scope items (optional)*: |

| **Project Team** |
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| **Project Sponsor:** Director of Operations  **Project Lead:** Project Manager (You!)  **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** |
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| **What is acceptable:**   1. Increase revenue by 5% after 6months 2. Train 90% of employees before the official service launch |