

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

*The purpose is to create an operations and training plan to establish sustainable customer service and delivery practices for the service's daily operations.*

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Delivering 95% of orders on time through internal processes and training procedures for support teams within 1 month*.* |

| **Deliverables** |
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| 1. Management Software to make revenue streams more efficient. 2. Support teams trained to meet the demands. 3. Maintain excellent service standards. |

| **Business Case / Background** |
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| **Why are we doing this?**   * The project aims to increase customer satisfaction and revenue through the deliverables. Additionally, it is important as it also supports the project's overarching goal of a 5% increase in revenue. |

| **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.   **Costs:**   * Price of software, installation fees, time spent on hiring and training.   **Budget needed:**   * $75,000 |

| **Scope and Exclusion** |
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| **In-Scope:**   * Customer service standards, delivery processes, training protocols   **Out-of-Scope:**   * Product development, vendor contracts |

| **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. Deliver 95% of orders on time within one month of launch. 2. Maintain customer satisfaction ratings above 4.5 out of 5, as measured by post-service surveys, for at least two consecutive months after the service launch. |