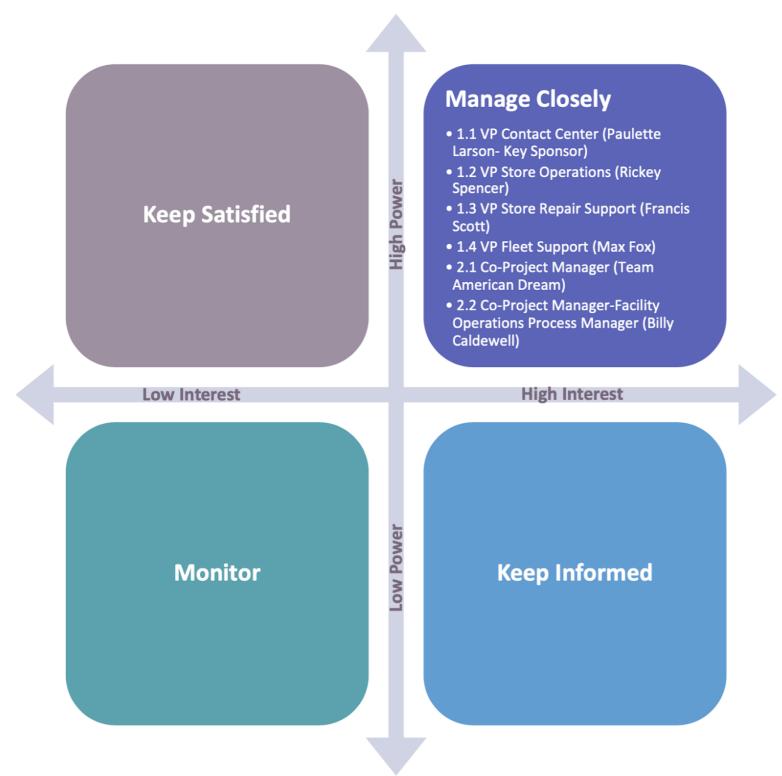
PRIMARY VP Contact Center (Paulette Larson) + **EXTERNAL** INTERNAL VP Store Operations (Ricky Spencer) + VP Store Repair Support (Francis Scott) + VP Fleet Support (Max Fox) + **Project Sponsors** PRIMARY · Co-PM (The American Dream) + Co-Project Manager-Facility SECONDARY Operations Process Manager • Tech Writers (Wayne Sherman) + (Billy Caldwell) + · Staffing Analyst + **Project Mgt Team** Staffing Coordinator + Supervisor (Casey, Warren) · Ops Director (Wayne Sherman) + Sales Agent **PRIMARY** · Technical Writing Mgr Kenny Medina)+ Store Managers · In-Bound Director (Angela Stevens) - Outsourced Vendor Teams **Contact Center** • Staffing Mgr (Chapman) + SECONDARY • System/Resources License Providers **STAKEHOLDERS** Sales Director (Matt Huff) End-Customers Delivery Teams • In-Bound Coordinator • After Hours Support Staffing Coordinator + Emergency Support Teams Call Agents • Supervisor (Guerro, Dennis) SECONDARY · Sales Coordinator **Store Operations Support** • Ops Processes Asset Analyst Asset Specialist PRIMARY Ops Director (Vernon Ortega) Store Ops Mgr (Rivera, Patterson) · Operations Coordinator · Asset Director (Lynn Sparks) - Parking lot & Snow Director (Allen Parks) **Store Repair Support** Staffing Coordinator Fleet Support · Landscaping & Irrigation Manager SECONDARY **NOTES PRIMARY** Data Analysts Ops Director (Drew Sigmond) · Ops Processes Analytics Mgr (Josh Long) Team Leads (Vargas, Lewis, Jamie Long) Staff Coordinator · Asset Analyst • Store Repair Director (Janice Freeman) 5 additional stakeholders: • Store Repair Mgr (Bell, Hatrick, Morris) 1. Co-Project Management Team: The American Dream 2. End-Customers 3. After Hours & Emergency Support Teams PRIMARY 4. System & Resources License Providers · Fleet Asset Director (Davis) - Delivery Mgr (Jackson) + 5. Vendors SECONDARY Trailers Mgr (Jones) + · Asset Specialists • Forklift Mgr (Johnson) + · Staffing Coordinator Operations Director (Tony Doyle) Fleet Processes +: for the project • Fleet Ops Mgr (Kim Doyle) + Fleet Analyst · Fleet Ops Mgr (Collier) -: against the project



Key Reason

Project managers & Project Sponsors are the key members for any project and therefore it is vital to closely engage and involve these stakeholders in decision-making processes and keep them informed about progress as stakeholders in this category have both significant power and a high level of interest in the project. They would actively participate in all project activities and should be informed and involved in progress update meetings, approvals, change requests and in case of risk/issue resolution

Keep Satisfied Manage Closely • 4.1 Inbound Director (Angela Stevens) • 3.1 Ops Director (Wayne Sherman) High Power **High Interest Low Interest Monitor Keep Informed** • 3.2 Technical Writing Manager (Kenny **Minimum Effort** Medina) • 4.2 In-bound Coordinator **Low Power** • 3.3 Tech Writers • 3.4 Staffing Manager (Ben Chapman) • 3.5 Staffing Analyst • 3.6 Staffing Coordinator • 4.3 Supervisor (Lowell Guerrero) • 4.4 Supervisor (Harry Casey) • 4.5 Call Agents • 5.3 Sales Coordinator • 5.5 Sales Agents • 5.1 Sales Director (Matthew Huff) • 5.2 Supervisor (Roger Dennis) • 5.4 Supervisor (Chris Warren)

Key Reason

•Angela Stevens, the In-bound Director, holds significant power but has low interest in the project due to concerns about call volume. To maintain her satisfaction, maintain clear and frequent communication, share staffing forecasts, and collaborate on strategies to minimize operational impact.

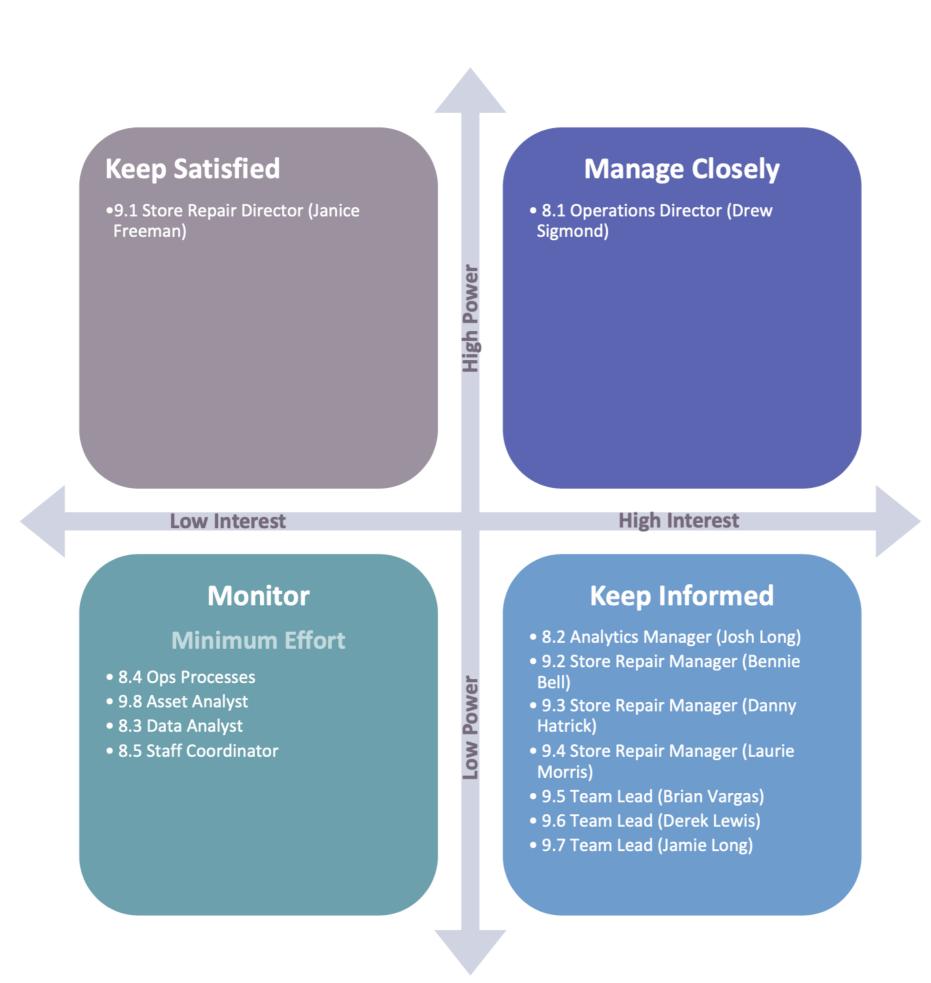
•Call Agents have mixed feelings about the project. They anticipate more agents joining, increasing workload and overtime pay. They hold low power but are highly interested in understanding the project's impact and benefits.

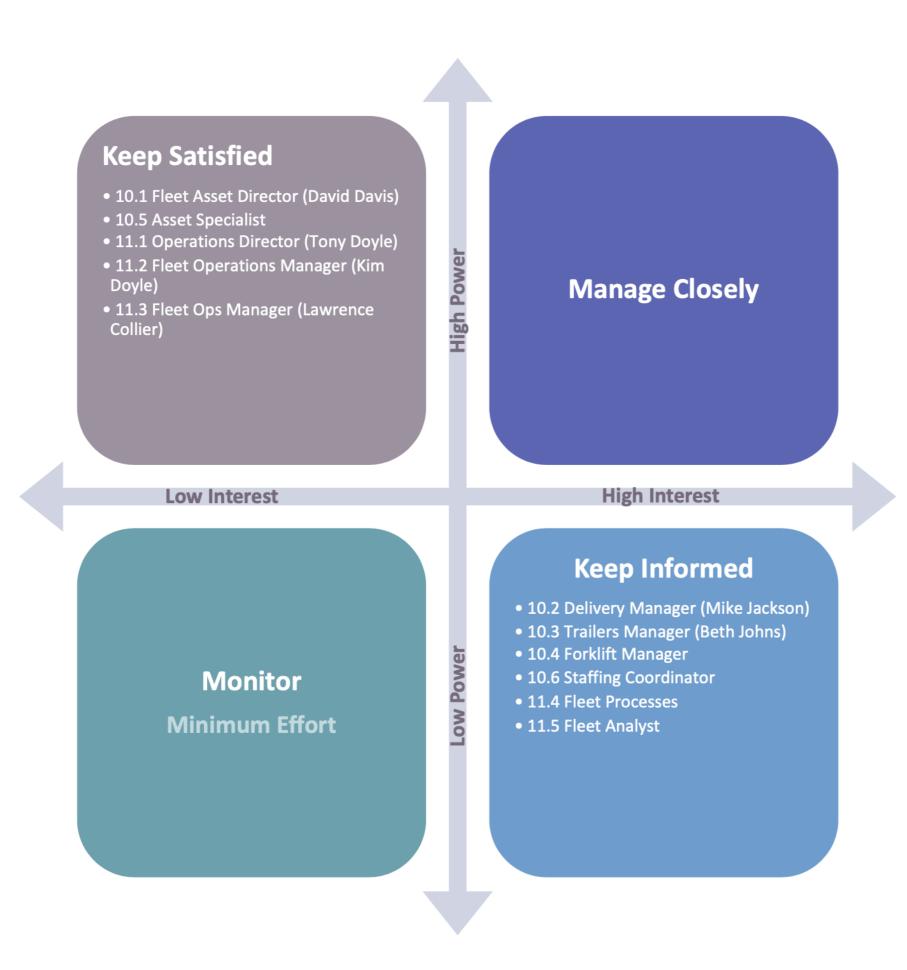
•Supervisor Lowell has high interest in the project as it may lead to her promotion with the potential addition of a new department in the contact center. The increased workload could fast-track the need for additional staff and enhance her chances of becoming a director.



Key Reason

- Keeping the Operations Director (Vernon Ortega) satisfied is vital for these key reasons:
 - Decision-Making: Vernon's satisfaction influences project decisions and resource allocation.
 - decisions and resource allocation.
 Resource Support: He controls
 critical project resources and can
 provide support.
 - Reduced Resistance: A content Operations Director reduces opposition within his team.
- Managing the Store Operations Staffing Coordinator closely is crucial because they control the hiring process for additional staff needed to support the project.







Key Reason

After Hours Support Team has a high

- interest in the contract as it directly affects their compensation, and they have moderate power to influence the decision by negotiating the terms
 As the project involves the implementation
 - of software platforms for collaboration and to manage information, license providers have high interest in the project due to increase in the number of licenses needed

	Project Title: Stakeholder F	Register				į			<u> </u>		İ									1						
	Date Prepared: September Project Manager: The Am	29, 2023 erican Dream Team, E About the Stakebol	der		Gaugin	g Stakeholder's In	spact on the Project				Stakeholder Expectation	s & Management	<u> </u>					ļ		ļ‡			ļ‡			ļļ
	Stakeholder Teams	Stakehelder ID	Stakeholder	Primary/Second ary	Internal External	Influence	Power (L/H/M)	(L/M/II)	Power laterest	Project team expectation for stakeholder 1. Clearly defining the project requirements and scope	Stakeholders Expectations 1 Project should farm the project requirements and provide a sustainable and effective contralized solution for Contact	Preferred Communication Method	Stakeholder Management Strategy	Notes							<u>-</u>					
		1.1	VP Contact Center (Paulette Larson- Key Sponsor)	Primary	Internal	For	High	High	Manage Closely	definition 2. Provide approvals for project plans, charters and any change requests 3. Key role includes collaborating with other VPs/Project	Centre Store Support in the stipulated timeline and stay within the budget. 2. Stakeholders, partners and teams deliver empats required 3. Expects the project to enhance customer service.			She has high power and interest because she is responsible for meeting the needs and serving call center's customers, which will directly impact the organization's profit.												
										2. Prisona approvist for posject panis, crimeris and any change requests. 3. Key role includes collaborating with other VPn Project Sponters to review the project scope and plane. 4. Condict Resolution - participate in brainstorming possible solutions in cases a risk/instearation in the project.	Expects the project to enhance customer service Raduction is support call volume for her team Simproved import fire steep reconcil Better call outsing and knowledge sharing Alignment with company goals and increased anotipalities.		Regular and transparent communication - regular update on project progress, challenges, and milestones: Zimphasito how the project aligns with the org's strategic objectives and business benefits.	which will directly support the organization's posts.												
	Project Sponsors	1.2	VP Store Operations (Rickey Spencer)	Primary	Internal	For	High	High	Manage Closely		anofitability. 1. Improved efficiency in since support processes. 2. Reduced misdinected calls to his team. 3. Better analytics to enhance store operations. 4. Decrease in few-level support calls.	Project Charter, In-person Project Status Progress Reports, Status Update/Ops Review Meetings, Dasbboards, Status Update E-mails	objectives and business bundfits 3. Engage in decision making 4. Manage their expectations and prevent any scope creep 5. InsucConcern Resolution 6. Insubition Feedback mechanism 7. Celebrase achievements & Mileriones													
		1.3	VP Store Repair Support (Francis Scott)	Primary	Internal	For	High	High	Manage Closely	Instablish Clear Expectations & Requirements Engage in Project Kick-Off & Collaborative Planning Intercipate in Regular Status Update Meetings Set Realistic Time-lines Rick & Issue collaboration	1. Better analytics to enhance stere operations 4. Docurses in low-level support calls 1. Reduced misefuncted calls to his team 2. Improved analytics for asset repair decisions 3. Docurses in low-level support calls 4. Other possible impacts of the project on asset repair and mainterance, such as out savings, suset uptime, or resource		Enablish Feedback mechanism Celebrate achievements & Milestones Documentations & Weel Trail-maintain clear recends of communication and decisions involving sponsors													
		14	VP Float Support (Max Fox)	Primary	Internal	For	High	High	Manage Cloudy	5. Risk & Issue collaboration - 6. Help with Resource Allocation	allocation 1. Roduced non-fleet-rolated calls 2. Illeare support for fleet issues 5. Streamlined fleet support for fleet issues 6. Streamlined fleet support process - fleet-related support, including reducing vehicle downstime, improving safety, or	-						 - -		·						
		21	Co-Project Manager (Team American	Primary	Internal	For	High		Manage Closely Manage Closely		 Neutramined near support process - inco-remaine support, including reducing vehicle downstime, improving safety, or optimizing maintenance schedules 		input and collaboration. 2. Transparent Communication: Maintain open channels for project					 - -								
	Project Management Team	22	Dream) Co-Project Manager-Facility Operations Process Manager (Billy Caldowell)	Primary	Internal	For	High	High	Marsan Clouds	Actively support and engage in project planning and execution, ensuring alignment with the project's goals and objectives Guide the project with a well-defined plan, considering	Actively engage with internal enternal stakeholders and ensure their concerns and needs are addressed effectively 2. Timely & Clear Communication to ensure project updates, challenges, and prognoss are effectively shared with the project team.	Meetings, Email: For contine updates and quick quarties, Collaborative Platforms: Project management software for real- time update, Project Plan, Dashbearde, Progress Reports, Stand Ups, Review Management														
		22	Caldewell)	remay	inema:	l rar	IIIgs.	High	Managa Cissaly	the project's complexities and risks	with the project name I. Resource Management: Allocate resources effectively	Progress Reports, Stand Ups, Review Meetings	sighiste and lossue. J. Timely Decisions: Make prompt decisions to prevent delays. 4. Eich Mitgatien: Heretily and address project roke posserviely. 5. Resource Management: Histority of Messae project roke posserviely. 6. Insue Resolution: Collaborate on issue resolution. 7. Quality Assurance: Priestizate and sevence project quality. 8. Change Management: Manage changes and stakeholder													
										Active Participation: Engage actively in project planning and execution. Alignment with Geals: Ensure project aligns with operations goals. Resource Allocation: Oversee resource allocation for	without competition. 2. Risk Management Proactively identify and manage operational risks. 3. Ionas Resolution: Resolve cross-functional issues.	Meetings: In-person/virtual meetings for	Engagement: Actively involve Wayne Shennan in project discussions and decisions. Communication: Maintain transparent channels for project													
		3.1	Ops Director (Wayne Sherman)	Primary	Internal	For	High	High	Manage Closely	project support. 4. Timely Decision-Making: Make timely decisions to theilitate poject progress. 5. Risk Mitigation: Identify and address operational risks in collaboration with the project team.	paceptly. 4. Timely Decisions: Make timely decisions related to the project. 5. Collaboration: Foster collaboration among affected trease.	in-depth discussions. Email: For routine updates and quick queries.	1. Engagement: Actively involve Wayne Sharman is project discussions and discussions. And discussions. And discussions and discussions. And discussions and property and challenges. 2. Event Seek Imput on resource allocation and risk mitigation. 3. Exput: Seek Imput on resource allocation and risk mitigation with Activation and Conference of Conference of the Conference of Con													
		3.2	Technical Writing Manager (Kenny Medina)	Primary	Internal	For	Medium	High	Keep Informed	collaboration with the project team. 1. Timely creation of let level call scripts and tooshleshooting guidelines. 2. Effective collaboration with project teams during script.	6 Osalin Assurace. Ensus high-quality revies: 1. Available caracter for series development.	Collaboration meetings for script	Leverage Konny's team for script development.	Kenny sees this project as a good learning opportunity for her team and has even expressed the availability of				† † †		11						
		3.3	Tech Writers Staffing Manager (Ben Chapman)	Secondary Primary	Internal	For	Low	High	Keep Informed Keep Informed	development. 3. Commitment to maintaining script accuracy and relevance.	Available capacity for script development. Learning opportunity for the scare.	development. Email for sharing guidelines.	Provide opportunities for learning. Ensure clarity in communication and expectations.													
	Contact Centre	3.5	Staffing Analyst	Secondary	Internal	For	Low	Medium	Keep Informed	Efficient allocation of Call Agents to handle increased call volume. Proactive hiring and onboarding of additional staff as needed. Collaboration in adapting staffing levels to project.	Ensuring adequate staffing to maintain customer service standards. Minimizing disruptions to existing staffing schedules. Timely and transparent communication regarding staffing	Regular meetings to discuss staffing needs and changes. Clear and concise email updates on staffing decisions. Collaboration through project	Maintain an open line of communication with Ben Chapman an his taux. Provide forecasts and projections to assist in preactive staffing adjustments.	d	1	1 1		1 1	- 1	1 1	- 1	- 1	: :	- 1	1 1	
		3.6	Staffing Coordinator In-Bound Director (Angela Stevens)	Primary Primary	Internal	For Against		Medium Low	Keep Informed Keep Satisfied	demands.	changes.	management software for real-time updates.	adjustments. 3. Collaborate on contingency plans to address unexpected staffing challenges.	Angela has expressed her concern on the increased call volumes which may overheaden her team of call agents		- 1		1 1				1	i i			
		42	In-Bound Coordinator Supervisor (Lowell Guerrero)	Primary	Internal	Neutral Neutral	Low	Medium High	Monitor Keep Informed	Managing increased call volume due to the project efficiently. Ensuring that the current level of customer service is	Maintaining the current level of customer survice despite increased calls. Addressing any staffing challenges that may arise. Maintaining disruptions to the current workload of Call.	Regular meetings to discuss call volume and staffing concerns. Frequent updates via email on staffing	Maintain clear and frequent communication with Angela Stevens.	Lorents in excessed for the gargest, recesses the tree the visual- get promoted as there are discussions of having an additional department in the contact contro. With the high work-local, it will fasteach their need for additional headcount & will increase her chances so be promoted to												
		44	Supervisor (Harry Casey)	Prientry	Internal	Neutral	Medium	High	Keep Informed	maintained 3. Collaborating on solutions to potential staffing challenges.	 Addressing any staffing challenges that may arise. Minimizing disruptions to the current workload of Call Agents. 	changes and performance. Open and transparent communication through project management software.	 Share ferecasts and projections to assist in staffing decisions. Collaborate on strategies to ensure minimal impact on current operations. 	headcount & will increase her chances to be promoted to absolute assession. That regime their expection travals unstation for may project. They articipate more agents to join the team (either												
		4.5	Call Agents Sales Director (Marthew Huff) Supervisor (Roger Dennis)	Priesary Priesary	Internal Internal	Neutral For	Low Medium	High High	Keep Informed Keep Informed	Ensuring sales activities are not disrupted by the project.	Minimal disruption to sales activities.	Registar macrangs or updates to discuss project progress and potential sales	Maintain open lines of communication with Matthew Huff.	extrourced or in-house). Increase in workload/overtime is seensthing that they are suger for, as they get paid on an house basis.				ļļ								
		5.2 5.3 5.4 5.5	Sales Coodinator Sales Coodinator Sapervisor (Chris Watten) Sales Agents	Primary Primary Primary Secondary Secondary	Internal Internal Internal Internal Internal	For For For	Low Medium Low	High High High	Keep Informed Keep Informed Keep Informed Keep Informed Keep Informed	C DESCRIPTION OF THE PROPERTY	Cellaboration on strategies to mitigate any negative impact on sales. Alignment of project goals with increased profitability.	impact program and presents cano- impact communication for sharing sales- related data or concerns. Collaboration thousan moiors	Share project updates and work input on potential sales impacts. Collaborate on strategies to align project goals with increased positiability without disrupting sales activities.													
		6.1	Operations Director (Vernon Ortega)	Primary	Internal	Neutral	High	Medium	Keep Satisfied	operations support within the contact centre, aligning with the company's overall goals and objectives. 2. Develop and manage budgets for in-store operations support, ensuring financial discipling and presence	Some operations support involves interactions with various stakeholders who have different expectations and															
					leternal	Neutral	Medium Medium	Medium		3. Provide regular reports and analysis on key operational metrics and performance trends to senior management	and needs. Meeting those expectations is essential for the smooth functioning of rotati operations. 2. This includes timely assolution of technical issues, continuous maintanance, and assistance with disconding.				ļļ			ļļ		ļļ.			ļļ.			
		62	Store Ops Manager (Terrance Rivera)	Primary					Keep Informed	Continuously evaluate and optimize in-store operations processes to enhance efficiency, reduce costs, and improve overall performance Efficiency abocate resources (staff, equipment, etc.) to meet the demands of in-store operations.	challenge. 3. Clear communication channels and responsive support are essential for addressing store-level concerns promptly. 4. Effective contoners service. 5. Corporate Management and Executives.															
		6.3	Store Ops Manager (Orlando Patterson)	Primary	Internal	Neutral		Medium	Keep Informed	3. Lead and manage a team of in-store support representatives, providing guidance, coaching, and feedback to ensure high performance 4. Implement quality assurance measures to maintain consistent service quality.							 	1 1				-	m			
										sales, and logistics, to coordinate in-stees operations and align them with boarder organizational goals. 2. open and effective communication channels with both internal and external stakeholders, including store managers	Notes managers and employees expect the operations process team to design and implement efficient processes that external edity operations and reduce bettlenecks. They rely on clear, documented procedures and	1								1						
					los1	r	Medium			insimal and external stakeholders, including store managers and the contact centre team. 3. Lead the resolution of complex operational issues and challenges that artse in the stores, collaborating with store managers and relowant teams to find effective solutions. 4. Design, document, and maintain efficient and	 They rely on clear, documented procedures and guidelines that are easy to follow and ensure consistent operations. Expectations include training programs and ongoing support to help store orall understand and implement operational processes effectively. 															
		6.4	Ops Processes	Secondary	Internal	For	Medium	High	Keep Informed	managers and relevant taums to find efficitive solutions. 4. Evelyin, document, and maintain efficient and standardized processes for in-store operations support, reducing manual effort and delays, 5. Implement systems for real-time updates and notifications to ensure all stakeholders are informed about	operational processes effectively. 4. They only on the team to provide accentate data and reporting on the performance indicators (RFRs) to influent strategic decision-making. 5. Competition indirectly influence expectations by setting industry standards for operational efficiency, customer service, and procince quality. Meeting or exceeding those service, and procince quality. Meeting or exceeding those															
										6. Generate regular reports on performance metrics and share them with project teams and senior management for	 Competitors indirectly influence expectations by setting industry standards for operational efficiency, customer service, and product quality. Meeting or exceeding these standards may be expected. 															
	1	65	Asset Analysis				Low		Marine	1. Maintain accurate records of all assets within the stores,													П			
		6.5	Asset Analyst	Secondary	Internal	Undecided	Low	Medium	- modelsor	including equipment and supplies, and track their affirmine and condition. 2. Mentier and control costs related to assets, ensuring that copensor are wishts budgetury constraints. 5. Stort Operations Support assets "Irrigation Systems" Parking Let Swepting *Sown Remend * Landscaping (plants, trose, malch, etc.)																
	Store Operations Support									Collaborate with other departments, such as marketing, salor, and logistics, to coordinate in-steet operations and align them with bounder organizational goals. Open and effective communication channels with both internal and external stakeholders, including store managers.	1 Since measures and employees role on want analysis to	Phone Calls' In-Person Meetings Task Management Software Documentation and Knowledge Base/Chathots/Email														
										 Spiral and conceive destination and collection when content and content control teachers, excluding store managem as it content course team. It and the resolution of complex operational issues and challenges that asies in the stores, collaborating with some management of referent teams to find effective solutions. Design, document, and maintain efficient and standard order conceives for in-chase operations support, 	Annual statement and account of the control of	and Knowledge Base/Charlete/Ernail														
		6.6	Operations Coordinator	Primary	Internal	Neutral	Low	Medium	Monitor	managors and relovant teams to find effective solutions. 4. Design, document, and maintain efficient and standardured processes for in-stone operations support, reducing manual effort and delays.																
										reducing manual effort and delays. 5. implement systems for real-time updates and mortifications to cassar all stakeholders are informed about the status of in-store operations. 6. Generate regular reports on performance metrics and share them with project teams and senior management for	 Indian-tectives inseque, in concerns on the process of the least insights and opports on note performance, which can inform stranging decisions. Supplier expect that asset analysis will be involved in the procurement process, counting that perchased assets meet the required specifications and standards. 															
	-				-	 	-			violity and accisco-macing.	-				 			 - -		 						
		7.1	Asset Director (Lynn Sparks)	Primary	nary Internal	Against	Medium	Low	Keep Satisfied	Strategic Asset Planning: Create a readmap for asset acquisition, utilization, and maintenance to support thans growth and business needs. Asset Lifecycle Management Data-Driven Decision Making:				Her interest lays more towards identifying wether the calls are directly for her team or that it has been transferred from another group.												
		7.2	Parking Lot & Snow Director (Allen	Primary	Internal	Understad	Medium	Modum	Kom Informed	Parking Facility Management Sone and Ice Romoval Sone Removal Hun Tepipment Management Sacity and Accessibility Sacity and Accessibility Sacity Protocols	To titled these diverse transferder expectations, does operations much have a comprehensive plan for parking lot and mow management. This plan should include regular impections, effective communication with service providers,										1					
			Parks)			ļ				7. ADA Compliance	inspection, effective communication with service providers, adherence to local regulations, and a commitment to safety and accombility. Additionally, copings feedback from customers, employees, and other endutholders can help improve and tailor these services to ment assocific needs and accommisses.							ļļ								
		7.3	Asset Specialist	Secondary	Internal	Neutral	Medium	Medium	Monitor	Asset Management Asset Procusement Data Analysis and Reporting Workforce Forecasting	Ensure that staffing and asset management are effectively aligned with the organization's goals, cogulatory requirements, and operational needs. Ensure that necessary opigment and resources are usedly available to support store operations.				ļ <u>ļ</u>			ļļ		ļļ.						
		7.4	Staffing Coordinator	Primary	Internal	Neutral	Medium	High	Manage Closely	Workforce Forecasting Scheduling Reconstructs and Onboarding Performance Footback Personance Footback	 Ensure that the right number of staff members with the necessary skills are available to meet the store's operational needs. 															
		7.5	Landscaping & Irrigation Manager (Richard Lambert)	Primary	Internal	For	Medium	Medium	Keep Informed	Landscaping Design and Maintenance Design Expertise Routine Maintenance	Good knowledge, efficient irrigation management, budgeting skilks, and the ability to communicate and collaborate effectively with various stakeholders. Staying informed about industry best practices and seatisability initiatives can help align land-caping efforts with roubring expectations.															
							$\perp \perp \mid$			4. Seasonal Adjustments 5. Integrated system Management 6. System Optionation 7. Restricts Impospherical Viside Physics Perspective Option 7. Restricts Impospherical Viside Physics Perspective oper- specific with the contact corner; aligning with the company's exerting point and objective. 2. Devolop and manages budgets for since operations, marring filamostic discription and nonexer adjustment and 3. Provide singular reports and analysis on key operational 4. Supervise and approved stam recurreding strategic Management of the size of the control of the c	with evolving expectations.							ļļ								
		8.1	Operations Director (Drew Sigmond)	Primary	Internal	Undecided	High	High	Manage Closely	company's overall goals and objectives. 2. Develop and manage budgets for store operations, ensuring financial discipline and resource allocation. 3. Provide regular opports and analysis on key operational	Appropriate authority given to assess and manage badgetes for store operations (staffing, tools, etc.) Regular updates and performance reviews from members of the department	Performance reviews Prisancial budget reports Phone calls Finals														
				ļ	ļ	ļ	ļ		ļ		or sayansanan	7. 120205	Phone Calls' In-Person Meetings/Task Management Software Documentation and Knowledge Base/Chathots/Email		ļļ			ļļ		ļļ						
		8.2	Analytics Manager (Josh Long)	Primary	Internal	Neutral	Medium	Medium	Keep Informed	with the company's priority 2. Develop analytics strategies based on feedback and research 3. Take lead on data analystics systems 1. Persona user statement, and thousand	Project plans and goals are communicated clearly Resources are available	Data reports Phone calls Trauls						ļ <u>j</u>								
		8.3	Data Analyst	Secondary	Internal	Undecided	Low	Medium	Monitor	Personn user menyor uses possupery Resolve that related issues in a timely and quality measure. 1. Collaborate with other departments, such as marketing, tales, and logistics, to coordinate in-steet operations and	Store managers and employees expect the operations more term to destine and intellement efficient moreous.							1								
										Collaborate with other departments, such as marketing, tales, and logistics, to coordinate in-stee operations and slight them with boarder organizational peak. copin and effective communication channels with both more and external stakeholders, including store managers and the contact course team.	Store managers and employous expect the operations process team to design and implement efficient processes that steaming daily operations and ruduce bethreecks. They only on clear, documented procedures and guidelines that are easy to follow and ensure consistent operations.		Timely resolution of technical lower, equipment maintenance,													
		8.4	Ops Processes	Secondary	Internal	Neutral	Low	Low	Monitor	3. Lead the resolution of complex operational issues and challenges that arise in the stores, collaborating with store managers and relevant teams to find effective solutions. 4. Design, document, and maintain efficient and standardized processes for in-store operations support,	operations. 3. Expectations include training programs and cogoing support to help since self understand and implement operational processors effectively. 4. They only on the team to previde occurate data and sporting on law typerational proxy partnersance indicators (KPKs) to inform straingly decision-making.	Ops plans/report documents Penne calls Dinals Performance reports	and assistance with day-to-day challenges. 5. Clear communication channels and responsive support are essential for addressing store-level concerns promptly. 4. Effective customer survice. 5. Corporate Management and Executives.													
										sthasastorus processes not re-house operations support, reducing immails efforts and editors. 5. implement systems for mul-time updates and norefficiations to census all state-holders are informed about the status of in-storu operations. 6. Generatur significant reports on performance motivies and shown with project tumes and center management for visibility and deviction-making.	toporting on key personnance indexions (k.Fis) to interm strategic decision-making. 5. Competitors indirectly influence expectations by setting industry standards for operational efficiency, customer service, and product quality. Meeting or exceeding those standards may be expected.		5. Coperae Managemera and accounter													
						-				share then with project teams and senior management for visibility and decision-making.	standards may be expected. 1. Instate that stanning and asset management are emercively salared with the				ļļ			ļļ					ļļ.		ļļ	
	Store Repair Support	8.5	Staff Coordinator	Primary	Internal	Neutral	Medium	Medium	Monitor	Implement staffing strategies and solutions like recruitment, performance monitoring/reports, scheduling. Dissure the company is compliance with employment laws.	Instante that staming and asset inaugement are emeror-ey aligned with the organization's goals, organizatory negitierates, and operational need resources are requirements, and operational need resources are madely available to support store operations. Instance that the right number of staff members with the needs of the right number of staff members with the resource skilled to evaluate the needs of the number of staff control or staff numbers of the staff of the number o	Phone Calls' In-Person Meetings/Task Management Software Documentation and Knowledge Base/Chathon/Ernail														
					<u> </u>						Sore managers and employees expect the operations process team to design and implement efficient processes that streamline daily operations and reduce bottlenecks.											-				
			Stone Repair Disactor (Post							Develop and implement strategies for optimizing in-store operations support within the contact centus, aligning with the company's overall goals and objectives. Develop and manage bedgets for in-store operations support, ensuring financial discipline and resource.	2. They rely on clear, documented procedures and guidelines that are easy to follow and ensure consistent operations. Expectations include training programs and ongoing support to help store staff understand and implement 	Phone Calls' In-Person Meetings/Task														
		9.1	Store Repair Director (Junice Freeman)	Primary	Internal	Neutral	High	Medium	Keep Satisfied	support, ensuring financial discipline and resource affocation. 3. Provide regular reports and analysis on key operational metrics and performance trends to senior management	support to help sixes utilf understand and implement opportunistion placences effectively. 4. They only on the tours to provide accuste data and appearing on key performance indicators (KFM) to inform strategic decision-enabling. 5. Competition indirectly influence expectations by setting industry standards for operational efficiency, customer service, and produced quality. Meeting or exceeding those standards may be expected.	Management Software Documentation and Knowledge Base/Chathoty/Email														
				L							industry standards for operational efficiency, customer service, and product quality. Meeting or exceeding those standards may be expected.															
		9.2 9.3	Store Repair Manager (Bernie Bell) Store Seguir Statelijes (Estate) Handah	Primary Primary	Internal Internal	For For	Medium Medium	High High	Keep Informed Keep Informed	Strong understanding of project plans and goals Able to to develop strategy plans for human resources and francaria budges Take lead on problem-polying and solution development when necessary A Take lead on problem-polying and solution development when necessary A Trues management and prioritation Clear and effective contributions around their internal Clear and effective contributions around their internal	1 Project plans and mark or	Employee performance reviews Customers feedbacks Financial budget reports Phone calls						-		-			#			
				Primary						Trace and on promotive to an animate techniques when necessary Time management and priorization Clear and effective communication among their internal nears, other managers and related surborizative members Good leadership skills	Project plans and goals are communicated clearly to and among managers Good name-dynamic and relationship with direct name Approximate resources are given to support crucial decision-making processes (finance, tools, etc.)	Financial budget reports Phone calls Finals						<u> </u>								
		9.5 9.6 9.7	Team Lead (Brian Vargas) Team Lead (Danik Lewis) Team Lead (Jamie Long)	Secondary Secondary Secondary	Internal Internal Internal	For For	Low Low	High High High	Keep Informed Keep Informed Keep Informed	Good leadership skills Good communication skills that supports their influence to their direct team members Time management		Phone Calls' In-Person Meetings/Task Management Software Documentation and Knowledge Hase/Chathots/Ernail														
		9.5	Asset Attalyst	Secondary	Internal	Undecided	Low	Medium	Keep Informed	Strong company's assets management skills Ensure company's database is up to data and functional	Nocessary resources are available (computers, hardware, etc.) Company's assets and related information is provided in a transparent manner.	Data reports Asset reports Performance reviews Performance reviews Pened Calls Emails		Some of the asset analysts are worried about their job security, and others are eager to be able to focus on analytics work									I			
		10.1	Fleet Asset Director (David Davis)	Primary	Internal	Against	Medium	Low	Keep Satisfied	Team members expect clarity on the project's goals, the strategy to achieve them, and how they align with the broader fleet management objectives.	Be responsible for overseeing the organization's fleet assets, which typically includes vehicles, equipment, and related technologies. The role requires a balance of strategic landership, asset management, and operational excellence.															
		10.2	Delivery Manager (Mike Jackson)	Primary	Internal	For	Medium	Medium	Keep Informed	Team members expect the Delivery Manager to provide clear direction, set priorities, and guide them through the stages of the project.	Products, services, or project deliverables are completed and deliverables are completed.	1						1		11						
		10.3	Trailers Manager (Beth Jones)	Primary	Internal	For	Medium	Medium	Keep Informed	Ensuring that the required stailers are available when needed for the project and are in good working condition.	Institute, and summittee, and specialistic consistence. 1. Products, services or project deliverables are completed and delivered on schodule. Operating within ser budgen, effectively managing consistence on onpairs, acquisitions, and receive operations are included to repair to expect on pairs for enterpretions, each as acceding, when the collective, mental and other productions and mental disruptions consistent desirables of the production and mental disruptions.															
		10.4	Forklift Manager (Curtis Johnson)	Primary	Internal	For	High	Medium	Keep Informed	Working closely with logistics, warehousing, operations, and other periment team mumbers to ensure smooth coordination and shared objectives. Understand the specifics, values, and functionalities of the assets within their purview. The team will rely on the Asset	Forkilfs should be routisely inspected, maintained, and repaired as needed. Sukeholders expect a well-maintained fact to prevent operational disruptions.]						1		1						
		10.5	Asset Specialist	Secondary	Internal	Neutral	Medium	Medium	Keep Satisfied	Understand the specifics, values, and functionalities of the assets within their purview. The team will rely on the Asset Specialist's comprehensive understanding of the assets. 1. Implement staffing strategies and solutions like recusioner, performance monitoring/reports, scheduling, 2. Itsuur the company is compliance with employment		-	Set how often you'll engage with each group, be it duity updates, workly meetings. Identify the most effective communication channels for each		ļ 			ļ <u>ļ</u>		 -			ļļ.		ļ -	
	Flort Support	10.6	Staffing Coordinator	Secondary	Internal	Neutral	Medium	High	Keep Informed		the responses its ranaging streamer, ranagival asciet, and enturing smooth personnel workflows. Solichelders expect the Salfring Coordinates to create and manage schedules that ensure adequate coverage without amonomous conditions or understaffing.	Phone call, Emails, Dushboard, in person meeting.	Set how often you'll engage with each group, but it daily updates, worthy meeting, betterfly the most effective communication channels for each group; emails, phone calls, on-site meetings. Cultivate trust through consistent communication, ranaparency, and by honoring connentratumes, Address any contentratumes. Address any contentration of the		ļ <u>.</u>			ļļ					 -		ļ <u>.</u>	
		11.1	Operations Director (Tony Doyle)	Primary	Internal	Neutral	High	Medium	+	The team expects the Operations Director to provide a clear operational strategy that aligns with the projects objectives and the broader organizational goals. Implement processes and practices that promote operational efficiency, reduce waste, and maximize productivity. That states they contribute to a strategy or a street 2.			or make decisions in areas within their domain.					ļļ		ļl.			ļļ.			
		112	Fleet Ops Manager (Kim Doyle) Fleet Ops Manager (Lawrence Collier)	Primary Primary	Internal	For For	High High	Medium Medium	Keep Satisfied Keep Satisfied	comprehensive understanding of fleet operations, including	They play a pivotal role is ensuring operational procedures are followed and targets are met. They play a pivotal role is ensuring operational procedures are followed and targets are met.	-						 -					 -		ļ ļ	
		113	Flort Ops Manager (Lawrence Collier) Flort Processes Flort Analyst	Primary Secondary Secondary	Internal Internal Internal	For Neutral	High Medium	Medium Low	Keep Satisfied Keep Informed	The effectiveness of these processes can significantly impact the efficiency, cost-effectiveness, and overall	He concerned with the protocols, methods, and operations associated with managing a fleet of vehicles, whether it's fo	1										_				
						Neutral	1	Medium	Keep Informed		grassportation, delivery, service, or other purposes. The primary responsibility of a Flort Analyst is to guther, interpret, and prosent than subside in flort operations. Stakeholders expect accurate and timely insight to guide decision-making.										1		Πİ			
				-	 		-			1 Married and the state of the		1. Tanga 2. Phono calls						 - -		 -			 		ļ 	
	Stores	12	Store Managers	Primary	External	For	High	High	Keep Informed	Manage and utilize staffs efficiently Carry appropriate tools and product Manage financial badgets efficatively Transparency in operational, financial, customer reports	Appropriate budget given for human power & staffing compensation	Phone calls Project Management Software: Document Sharing and Collaboration Tools Regular Reports and Updates Precount research	Regular status and ops reports on store & staff performances Transparency budget and financial reports													
	Outsourced Vendor Teams	13	Vendors	Primary	External	Neutral	Medium	Medium	Monitor	Manange and perform outsourcing tasks Develop resource and staffing strategies Support is provided when needed (call agents, technical	Appropriate buget given for human resources purposes	Percont report Preporal requests Strategy updates	Regular strategy reports Proposal updates are clear, and reasonable Financial reports					ļļ								
	End-Customers	14	Customers	Secondary	External	Neutral	Low	Medium	Keep Satisfied	Support is provided when needed (call agents, technical support, etc) Quick recolution & their wait time for services Quality personalized experiences (tailored product recommendations, protected personal information)	Product and services satisfaction Customers are well-treated	In-person services Calls Self-service tooks Final	Feedback surveys, self-services													
	System Resources License Previders	15	License Providers (Internal Collaboration Centre, Verison, U No IT Info Centre, CPC)	Primary	External	Neutral	Low	Low	Keep Informed	Provide liscense for the company in a timely manner Understand the company's needs and liscensing regulation laws		Phone calls Phone calls Online Portals or Platforms Scheduled Meetings Secial Media:	Liscences Line and regulations documents S. Emails Phone Calls													
	Delivery Teams	16	IT Info Centre, CPC) Delivery Drivers	Secondary	External	N	Low	M-r-	Monitor	regulation laws 1. Should be constitutable with calling the Fleet phone numbers 2. Provide excellent customer service	Company's satisfaction	Fleet Management Software.	4. Phone Calls 1. Asset reports 2. Time stamps 3. Delivery schedule & report					 - -					 -		 	
						Neutral	-	Medium	-	numbers 2. Provide excellent customer service 1. Offer customer support after office boars and ensure	Customers' satisfaction Quality services provided	2 In-Vehicle Communication Systems 3. Two-Way Radies or Walkie-Talkies 4. Mobile Phones: 1. Emergency Alert Systems 2. Phone Calls		They have a high interest in the contract since it directly affects their compensation, and they have the medium	 			 - -		-			 -		ļ <u>-</u>	
	After Hours/Emergency Support Teams	17	After Blours Support	Secondary	External	For	Medium	High	Monitor	customer satisfaction 2. Keep log of call volume	Quality services provided Customers' calls are handled in a timely manner	3. Integrated Systems	Cousemer Feedbacks Performance report Call volume report Performance report Call volume report Ponaria Ponaria Enzale	power to influence the decision by negotiating the terms.	<u> </u>			ļ <u>i</u>		ļļ.			ļ			
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