

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Increase revenue by 5% by the end of the year rolling out a new service that provides office plants to top clients. |

| **Deliverables** |
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| 1. Increase customer satisfaction from 90%-95% 2. Mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high quality customer experience. 3. Increase revenue gradually over time by 5%. |

| **Business Case / Background** |
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| **Why are we doing this?**   * Plant Pals runs smoothly,the plan also supports the larger project goal of 5%revenue increase for Office Green and increase in customer satisfaction and avoid delay in delivery. |

| **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. 5% increased revenue 2. Increased brand awarebess |