

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:** **we plan to create a plan for delivery and setting up order processing and supply chain management software and launching an employee training program.**

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * deliver 95% of orders on time within one month of launch and train 90% of employees before the official service launch |

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| **Deliverables** |
| 1. purchase delivery trucks 2. hire drivers 3. calculate drivers fee |

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| **Business Case / Background** |
| **A new plant delivery and logistics business is launching to deliver 95% of orders on time within one month of launch. The business will specialize in delivering a variety of plants, including flowers, succulents, and indoor plants, to customers in the local area. The company is focused on providing excellent service and ensuring that the plants arrive in perfect condition.**  **To achieve this goal, the company will be purchasing delivery trucks, hiring drivers, and calculating delivery fees. The company will also be setting up order processing and supply chain management software to make the revenue streams more efficient. This will involve selecting, installing, and maintaining the software to ensure that it continues to function properly. If it does, all orders should be packaged and ready for shipment within two business days of being placed.**   * **Additionally, the company is focused on maintaining excellent service standards by developing and launching an employee training program. The company wants to train 90% of employees before the official service launch. To reach this milestone, the company needs to create a communications plan, prepare training lessons, and schedule and conduct training sessions.** |

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| **Benefits, Costs, and Budget** |
| **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 |

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| **Scope and Exclusion** |
| **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)*: |

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| **Project Team** |
| **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 |

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| **Measuring Success** |
| **What is acceptable:**   1. On-time delivery rate. 2. Order processing time. 3. Employee training completion rate. 4. Customer satisfaction |