Project Closeout Report: Operations & Training Plan

Project Sponsor	Operations Director
Project Team	Budget coordinator, Financial analyst, Fulfillment Director, HR Specialist, Quality Assurance Tester, Customer Service Manager, Software Engineer, Inventory Manager, Training Manager
Project Duration	March 1-September 5

Executive Summary

The purpose of this project was to establish operational systems and procedures for Office Green's new Plant Pals service. The team established a delivery plan, installed supply chain management software and equipment, and successfully implemented an employee training program for the new service. The project went slightly over budget but stayed on schedule. The team encountered issues with fulfilment and customer satisfaction that still need to be addressed.

Key Accomplishments

- Established plant delivery and logistics plan that brought delivery costs down by 50 cents per unit
- Selected and installed supply chain management software and equipment, which helped speed up plant procurement and sourcing
- Trained over 75% of employees before the service launch, boosting efficiency
- Installed new software to manage incoming orders, making the ordering process more efficient
- Sent test batches to customers to refine product quality and delivery protocols
- Ran an ongoing customer survey to gather information on customer satisfaction
- Implemented feedback from customer surveys, increasing on-time deliveries by 10% and satisfaction with customer service by more than 42%
- Implemented operations for Plant Pals service launch, creating a stable revenue stream

Lessons Learned

What went well?
- The plant delivery and logistics plan, once properly implemented, brought down costs.
- The training program was effective at educating 75% of employees about new services

procedures and standards, which boosted efficiency.

What went wrong? How did you resolve the issue?
- The team incorrectly planted 10% of plants because there were no agreed-upon protocols. We addressed it by standardizing potting protocols.
- On-time deliveries went from 80% to 90% during the test launch, by hiring more drivers and reassessing delivery routes.
- Customer service had issues with software, making it difficult for them to handle customer complaints. The Software Engineer resolved the issue quickly.

Open Items
- Continue to monitor results for additional improvements.
- Continue to improve delivery processes to hit our 95% on-time target.

Next Steps and Future Considerations
- Schedule more delivery drivers for earlier shifts to meet customers' preferred delivery window.
- Moving forward, ensure planting and delivery procedures are aligned with company standards.
- Allocate more resources to customer support to minimize complaints.
- Create an ongoing training schedule for employees on best practices for product quality, delivery, and customer satisfaction.

Project Timeline

March 1-April 9	Established a plant delivery and logistics plan
April 12-April 23	Installed supply chain management software and equipment
May 3-June 5	Trained over 75% of employees before sending out test batches
June 15	Installed software to manage incoming orders
June 21-August 16	Sent test batches to customers
June 21-July 19	Conducted a customer satisfaction survey
July 5-July 31	Implemented feedback from customer satisfaction survey
September 5	Implemented internal operations for the official service launch

Resources and Project Archive

- *Project Plan*
- *ROAM Analysis*
- *Status Report*
- *Escalation Email*
- *Presentation of Customer Feedback*
- *Meeting Agenda*