| ***To:*** | *opdirector@officegreen.com; hrspecialist@officegreen.com; srvp@officegreen.com* |
| --- | --- |
| ***Subject:*** | ***[Action required] Mitigation Plan to improve Delivery rates*** |
| Hello Team,  I hope you are doing well!  As you are aware, the Plant Pals project is slated for launch in two months. For this, the team has  installed ordering softwares and has begun sending out the test shipments to the customers.  However, during this exercise we have encountered some issues towards which I would like  to bring your attention. We don’t have enough drivers to deliver all of the orders on time. So  far, the drivers have delivered only 80% of the plants successfully. This has been adversely  affecting customer satisfaction.  Some customers have already canceled their subscriptions. If the delay continues, it could  create even more issues including setting back of the project timeline, risking product quality,  and hurting revenues.  In order to improve future delivery rates, we have some recommendations:  - Hiring more drivers  - Streamlining the delivery route  I would like to schedule a meeting, at a time and date that is convenient for all of you, in order  to discuss the recommendations above.  Thank you for your time and I’m looking forward to hearing from you!  Best Regards,  Yuliia Yurchak  Project Manager - Plant Pals | |

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