

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

**Our plan is todevelop sustainable fulfillment and delivery practices for the service on a daily basis.**

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Create a plant delivery and logistics plan to deliver 95% of orders on time within one month of launch. * Develop and launch an employee training program and train 90% of employees before the official service launch. |

| **Deliverables** |
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| 1. The purchase of delivery trucks, the hiring of drivers, and the calculation of delivery fees. 2. Select, install, and maintain an efficient order processing and supply chain management software. 3. Maintain excellent service standards by developing and launching an employee training program. 4. Create a communications plan, prepare training lessons, and schedule and conduct training sessions. |

| **Business Case / Background** |
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| **Why are we doing this?**   * To have sustainable fulfillment and delivery practices for the service’s day-to-day operations. These processes will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience. * By ensuring that Plant Pals runs smoothly, the plan also supports the larger project goal of a 5% revenue increase for Office Green. |

| **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. * High-quality customer experience   **Costs:**   * Price of software, installation fees, time spent on hiring and training. * Delivery costs/ fees (trucks, drivers, other delivery fees)   **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. 95% of orders on time within one month of launch 2. 90% of employees are trained before the official service launch |