Office Green

Project Plant Pals
Operations & Training Plan
JULY -01-2022

Document Status: **<u>Draft</u>** | In Review | Approved

<u>Executive Summary:</u>

"The agenda is to achieve a **successful launch** of the large scale service's by creating **sustainable fulfillment and delivery practices** for service's routine operations".This is a part of building **Operations and Training** plan for the new service of the **Plant Pal's project .**"

Project Goal
SMART: Specific, Measurable, Attainable, Relevant, and Time-bound ● **Curb potential revenue losses** due to late shipments and cancellations ● Ensure **high quality customer-care services** . ● **Increment in the revenue** for the green office by **5%** ensuring the smooth run of Plant Pals. ● To finish the project within **Six months** including implementation of protocols,setting up operational tools,putting delivery process in place and training the employees . ● The budget should be within **$75,000** .

Deliverables

1. Plant delivery and logistic **Plan** .
2. Oder purchasing and supply chain management **Software**.
3. An employee **Training program .**

Business Case / Background

Why are we doing this?

- Main focus of the project is to bring in **sustainable fulfillment and delivery practices** for the services of routine operations by curbing revenue loss ,avoiding cancellations and high quality customer services. .
- By smooth functioning of the plant a **5% increase** in revenue for Green office .
- The delivery of **95% of orders** within **one month** of launch by planning it efficiently .
- Purchase of **delivery trucks** ,**hiring drivers** and calculation of **delivery fees**.
- Ensure all shipments are **packaged** and ready for **shipment** within **two business days** of being placed by properly maintaining the software .
- Train **90% of the employees** before the official service launch by providing proper training .

Benefits, Costs, and Budget

Benefits:

- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction
- Better cooperation and productivity from employees .
- Free advertising through "word of mouth " ensures high quality service and products.

Costs:

- Price of software, installation fees, time spent on hiring ,maintenance cost and training

Budget needed:

- $75,000

Scope and Exclusion

In-Scope:

- Customer service standards
- Delivery processes
- Training protocols

Out-of-Scope:

- Product development
- Vendor contracts (Shipment & Hiring)

Project Team

Project Sponsor: Director of Operations

Project Lead: Project Manager (Roland Joseph)

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

What is acceptable:

1. Achievement of **5 % increase** in revenue .
2. **95% of orders** delivered within the first month of launch.
3. **90% of employees** trained before launch of service.
4. Orders delivered within **2 business days** of placing the order.
5. Completion of project within **6 months** and under the budget of **$75,000**.