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| ***To:*** | *opsdirector@officegreen.com; productdirector@officegreen.com; hrspecialist@officegreen.com; srvphr@officegreen.com* |
| ***Subject:*** | ***Decisions needed to be taken on plant pal project*** |
| I hope you are doing fine. I am Ly Seanghouch, the project manager of Office Green’s Plant  Pals project. While running project’s test before the official launch, our team encountered some issues. One major issue that I’d like to address here is that we don’t have enough drivers to deliver all the orders on time.  I want to draw attention to our problem: there aren’t enough delivery drivers to complete all the orders on schedule. Because of this, we have only seen that 80% of the orders were delivered on time. Customer satisfaction has reached an all-time low, and some of our loyal customers have already canceled their orders.  We need to increase on-time delivery to at least 90% or we risk project timeline delays, product quality declines, significant revenue losses, and being declined an invitation to the company luncheon the following week.  To address this problem, we propose giving the HR manager ownership over the hiring of delivery drivers to mitigate the problem. While the hiring process is underway, we may also approve the current drivers' requests for overtime pay and reward them with additional gift cards to certain nearby restaurants.  Thank you for your time and work, and I hope to see you at the luncheon.  Best,  The Project Manager  Ly Seanghouch | |

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