

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary: Our plan is to establish sustainable fulfillment and delivery practices for our plant pal service, ensuring efficient operations and a high-quality customer experience**

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * To establish efficient operational processes and comprehensive training procedures for the Plant Pals service within six months |

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| **Deliverables** |
| 1. Fully developed plant delivery and logistics plan outlining the processes for efficient fulfillment, including the procurement of delivery trucks, hiring of drivers, and calculation of delivery fees. 2. Implemented order processing and supply chain management software, selected, installed, and maintained to ensure efficient revenue streams and timely packaging of all orders within two business days of placement. 3. Established employee training program including a communications plan, training materials, and scheduled training sessions to ensure 90% of employees are trained before the official service launch. |

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| **Business Case / Background** |
| **Why are we doing this?**   * Currently, late shipments and cancellations are causing revenue losses and damaging the customer experience. |

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| **Benefits, Costs, and Budget** |
| **Benefits:**   * Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction * *Additional benefits (optional)*:   **Costs:**   * Price of software, installation fees, time spent on hiring and training * *Additional cost areas (optional)*:   **Budget needed:**   * $75,000 |

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| **Scope and Exclusion** |
| **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)*: |

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| **Project Team** |
| **Project Sponsor:** Director of Operations  **Project Lead:** Project Manager (Ly Seanghouch)  **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 |

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| **Measuring Success** |
| **What is acceptable:**   1. On-time delivery rate: Achieving a 95% on-time delivery rate within one month of the Plant Pals service launch, measured by tracking the percentage of orders delivered according to their scheduled delivery dates. 2. Employee training completion rate: Ensuring that 90% of employees are trained before the official service launch, measured by tracking the percentage of employees who have completed the required training sessions and assessments. |