

Project Name: Plant Pals Operations

Today's date: July 5

Summary			Overall Status (RAG)	
We have installed new software to keep track of incoming orders and begun sending out the first test batch of Plant Pals to customers. However, we have run into issues with product quality, customer communication, and the delivery process. Our next milestones include sending the test batch customers newsletters on plant upkeep and sending out the second batch of plants. This report also includes top risks and issues that have arisen and how we intend to take action.			Amber	
Completed Milestones and Tasks				
Description	Date	Status	Owner	Comments
Purchased and installed new software to keep track of incoming orders	June 15	Completed	IT Specialist	The installation took three days longer than expected.
Began sending test batches of Plant Pals orders to customers	June 21	Completed	Fullfillment Director	The number of orders exceeded targets by 15%.
Upcoming Milestones and Tasks				
Description	Date	Status	Owner	Comments
Send the first batch customers e-newsletters with a tutorial on caring for their plants.	July 7	Upcoming	Customer Service Manager	The newsletter must follow Office Green's brand design guidelines.
Hit at least 95% of delivery dates on time.	July 19	Upcoming	Fullfillment Director	The error rate should be under 5%
Top Risks and Issues				
Issue		Impact	Action	Owner
The warehouse team reports that 10% of the plants were not properly potted		Profit loss, complaints, and budget issues	Evaluate and adjusting plant potting process	Warehouse Operations Manager
The customer relations team is receiving only 30% of requests and complaints		Customer dissatisfaction	Fix problems with new customer service software	IT Specialist
The current delivery completion rate is only 80%		Cancelled subscriptions	Hire and train more delivery drivers	HR Specialist