Office Green

Project Plant Pals
Operations & Training Plan

February 13th

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

Executive Summary:

Our plan is to create sustainable fulfillment and delivery practices for the service's day-to-day operations by creating internal processes and training procedures for support teams. Putting these processes in place is essential to making a launch of this size successful. It will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience.

Project Goal
SMART: Specific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound

- Revenue increase for Office Green by 5%.
- Deliver 95% of orders on time within one month of launch.
- Train 90% of employees before service launch.
- Ensuring an efficient, high-quality customer experience.
- Full implementation of protocols in six months

Deliverables

1. Order processing and Supply chain management software.
2. Plant delivery and Logistics plan.
3. Training Procedures for support teams.

Business Case / Background

Why are we doing this?
- Internal processes and training procedures will mitigate revenue losses due to late shipments and cancellations and will provide customer satisfaction, hopefully leading to reorders!

Benefits, Costs, and Budget

Benefits:
- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction

Costs:
- Price of software, installation fees, time spent on hiring 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

Project Team

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

What is acceptable:

1. Revenue increase for Office Green by 5%.
2. Deliver 95% of orders on time within one month of launch.
3. Train 90% of employees before service launch.
4. All orders are packaged and ready to ship within two business days of being placed.