

Project Plant Pals

Operations & Training Plan

**July 10, 2023**

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

**Executive Summary:**

*We plan to establish sustainable fulfillment and delivery practices for Plant Pals, ensuring an efficient and high-quality customer experience.*

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Develop and implement operational tools, internal processes, and training procedures for support teams/employees within a budget of $75,000 and a timeline of six months to meet the Plant Pals' service demands and its goal of a 5% revenue increase for Office Green by the end of the year. |

| **Deliverables** |
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| 1. **Plant Delivery and Logistics Plan:** Deliver 95% of orders on time within one month of launch. 2. **Delivery Trucks:** Procure delivery trucks designated for the Plant Pals service. 3. **Delivery Drivers:** Recruit and hire qualified individuals to serve as drivers for the Plant Pals delivery service. The process will involve sourcing, screening, and selecting suitable candidates with the necessary skills and qualifications. 4. **Delivery Fees:** Determination of appropriate fees for the delivery of Plant Pals orders. This will involve establishing a pricing structure that takes into account factors such as distance, delivery time, order size, and any additional services requested by customers. 5. **Order Processing and Supply Chain Management Software:** Ensure all orders are packaged and ready for shipment within two days of being placed. 6. **Employee Training Program:** Train 90% of employees before the official service launch. 7. **Guidelines, Work Instructions, and Standard Operating Procedures (SOPs) Documentation:** These will be references for employees to ensure consistency, efficiency, and adherence to established processes, such as order processing, packaging, delivery, customer service, and inventory management. |

| **Business Case / Background** |
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| **Why are we doing this?**   * The Operations & Training Plan will help mitigate potential Office Green revenue losses due to late shipments and cancellations for the Plant Pals service. |

| **Benefits, Costs, and Budget** |
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| **Benefits:**   * Boost employee morale * Enhance efficiency * Increase revenue * Increase customer satisfaction * Reduce late shipments and related costs   **Costs:**   * Hiring and training investment (time and financial) * Installation fees * Software maintenance * Truck acquisition   **Budget needed:**   * $75,000 |

| **Scope and Exclusion** |
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| **In-Scope:**   * Customer service standards * Delivery processes * Training protocols * Inventory management procedures * Quality control measures * Employee scheduling and workload distribution   **Out-of-Scope:**   * Product development * Vendor contracts * Marketing and advertising strategies * Pricing and discount policies * Research and development activities |

| **Project Team** |
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| **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** |
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| **What is acceptable:**   1. Deliver 95% of orders on time within one month of launch. 2. Ensure all orders are packaged and ready for shipment within two days of being placed. 3. Train 90% of employees before the official service launch. 4. Support the 5% revenue increase for Office Green by the end of the year through the Plant Pals service. |