

Project Plant Pals

Operations & Training Plan

**July 10th 2023**

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

**Executive Summary:**

Our aim is to build an operations and training process plan which will support the Plant Pals Project as a whole. This creation marks a new stage of the Plant Pals project with its own set of goals and deliverables. Its main goal is to create sustainable fulfillment and delivery practices for the service’s day-to-day operations. Putting these processes in place is essential to making a launch of this size successful.

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*  The main project goal is the development of the Operations and Training plan   * Specific: Create internal processes and training procedures for support teams. * Measurable: Target is to deliver 95% of orders on time within one month of launch. All orders should be packaged and ready for shipment within two business days of being placed.  Train 90% of employees before the official service launch.   Mitigate Revenue Losses – High Quality Customer Services – Both measurable   * Attainable: This is a realistic goal with clear and reachable targets. * Relevant: Putting these processes in place is essential to making a launch of this size successful. * Time-Bound: Estimate it will take six months to fully implement all protocols |

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| **Deliverables** |
| 1. The plan supports the larger project goal of a 5% revenue increase for Office Green. 2. Develop and launch an employee training program 3. Create a plant delivery and logistics plan |

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| **Business Case / Background** |
| **Why are we doing this?**   * Supports the wider Plant Pals Project, building an Operations and Training plan is essential to making a launch of this size successful. By ensuring that Plant Pals runs smoothly, the plan also supports the larger project goal of a 5% revenue increase for Office Green. |

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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)*: * Additional training and upskilling for staff * Increased customer satisfaction re delivery timeframe - excellent service standards * Revenue streams will be more efficient.   **Costs:**   * Price of software, installation fees, time spent on hiring and training * *Additional cost areas (optional)*: * Price of Delivery Trucks * Potentially increased delivery fees * Hiring Drivers   **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 (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 |

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| **Measuring Success** |
| **What is acceptable:**   1. Deliver 95% of orders on time within one month of launch 2. Supports the larger project goal of a 5% revenue increase for Office Green. |