Office Green

Project Plant Pals
Operations & Training Plan
June 14th

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Executive Summary:

Our plan is to create internal processes and training procedures for support teams. These processes will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience.

Project Goal

- Increase revenue by 5% in six months by rolling out a new service for day-to-day operations.

Deliverables

1. Deliver 95% of orders on time within one month of launch.
2. All orders should be packaged and ready for shipment within two business days of being placed.
3. Train 90% of employees before the official service launch.

Business Case / Background

Why are we doing this?
- Create sustainable fulfillment and delivery practices for the service's day-to-day

operations to improve customer satisfaction and retention;
- Mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience.

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

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. 5% increase of revenue in six months.
2. Deliver 95% of orders on time within one month of launch.
3. 2 business days limit for all orders to package and get ready them for shipment after them being placed.