Project Closeout Report: Operations & Training Plan

Status: **Draft**

Date: 09-09

Author: Project Manager

| Project Sponsor | Operations Director |
| --- | --- |
| Project Team | Financial analyst, Fulfillment Director, HR Specialist, Quality Assurance Tester, Customer Service Manager, IT Manager, Inventory Manager, Training Manager |
| Project Duration | March 1-September 6 |

# 

# 

# Executive Summary

# *Project Overview: The Plant Pals operations project aimed to develop and implement a comprehensive Operations and Training plan over a six-month period. Major milestones included successful team collaboration, timely task completion, and achievement of project goals. The ultimate outcome is a streamlined operations framework and a well-trained team. This executive summary provides a concise overview for high-level stakeholders, emphasizing the project’s purpose, key milestones, and positive outcome.*

# 

# Key Accomplishments

* Established plant delivery and logistics plan that brought delivery costs down by 50 cents per unit
* Selected and installed supply chain management software and equipment, which helped speed up plant procurement and sourcing
* Trained over 75% of employees before the service launch, boosting efficiency
* Installed new software to manage incoming orders, making the ordering process more efficient
* Sent test batches to customers to refine product quality and delivery protocols
* Ran an ongoing customer survey to gather information on customer satisfaction
* Implemented feedback from customer surveys, increasing on-time deliveries by 10% and satisfaction with customer service by more than 42%
* Implemented operations for Plant Pals service launch, creating a stable revenue stream

Lessons Learned

*What went well?*

* *Successfully established a plant delivery and logistics plan, resulting in a significant cost reduction of 50 cents per unit.*
* *Efficiently selected and implemented supply chain management software, enhancing the speed of plant procurement and sourcing.*

*What went wrong? How did you resolve the issue?*

* *Initial software-related issues in managing incoming orders.*

*Solution : Installed new software to streamline the ordering process, addressing inefficiencies and improving overall operational efficiency.*

* *Customer satisfaction concerns and on-time delivery issues.*

*Solution : Implemented feedback from customer surveys, resulting in a notable 10% increase in on-time deliveries and substantial 42% improvement in satisfaction with customer service.*

# Open Items

* *Further improvement needed in on-time deliveries; aim for an additional 5% increase to meet optimal performance standards.*
* *Continued refinement of the plant delivery and logistics plan to explore additional cost-saving measures and enhance overall efficiency.*
* *Ongoing* *evaluation* *of customer feedback and satisfaction to identify areas for continuous improvement and maintain high service standards.*

# 

# Next Steps and Future Considerations

* *Conduct a comprehensive review of the supply chain management software and equipment to ensure continued efficiency and explore potential updates or advancements in technology.*
* *Establish a structured training program for new employees, incorporating lessons learned from the initial training phase to enhance onboarding processes.*
* *Explore opportunities to expand the Plant Pals service, considering market trends and customer demands, to sustain and grow the revenue stream in the future.*

# 

# Project Timeline

| March 1-April 9 | Established a plant delivery and logistics plan |
| --- | --- |
| April 12-April 30 | Selected & installed supply chain management software and equipment |
| May 3-June 11 | Trained over 75% of employees before sending out test batches |
| June 10-15 | Installed software to manage incoming orders |
| June 21-August 16 | Sent test batches to customers |
| June 21-July 19 | Conducted a customer satisfaction survey |
| July 5-July 30 | Implemented feedback from customer satisfaction survey |
| September 5 | Implemented internal operations for the official service launch |

# 

# Resources and Project Archive

* [*Plant Pals Project Plan*](https://docs.google.com/spreadsheets/u/0/d/1Ph5cEl8dg3kGvYmOJul1k0wb0q6ysOw0MnriiwfnqDg/edit)
* [*Activity-Template\_-ROAM-Analysis*](https://docs.google.com/spreadsheets/u/0/d/1jp9rO1QlEfXK_Gt_tGFzq8RPbj6LHPZkRFlLQ0qROkE/edit)
* [*Project status report*](https://docs.google.com/spreadsheets/u/0/d/12Kt6Jqsxv2dzPrYAJ3k6CBBsvp5OsYI-n2aBKa2A4vg/edit)
* [*Invitation Email*](https://docs.google.com/document/u/0/d/1hmHyLh5voDibVclg6qwHlf-5zOxebLu99szLfnFLA6s/edit)
* [*Activity-Exemplar\_-Presentation.pptx*](https://docs.google.com/presentation/u/0/d/1eyt7WH3_SNR7QEH26cD3OsKg4Cd8ONfV/edit)
* [*Meeting Agenda*](https://docs.google.com/document/u/0/d/1oZtXDuHYTMVvQJFNNSX3Co9xTLoDdjXVE9IV63x2D5o/edit)