

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

Our plan is to offer high volume customers, small,

low maintenance plants that can thrive in an office environment.

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Increase revenue by 5% by rolling out a new service that provide office plants to top clients by the end of the year. |

| **Deliverables** |
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| 1. Send 1,000 plants to 100 customers 2. Launch the new website for order and customer support |

| **Business Case / Background** |
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| **Why are we doing this?**   * This is a top requested services from customers, and will improve customer satisfaction and retention. |

| **Benefits, Costs, and Budget** |
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| **Benefits:**   * Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction * *Customer easy to use the website mean they more relevant to use our services*   **Costs:**   * Price of software, installation fees, time spent on hiring and training   **Budget needed:**   * $75,000 |

| **Scope and Exclusion** |
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| **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)*: |

| **Project Team** |
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| **Project Sponsor:** Director of Operations  **Project Lead:** Project Manager (Pyae Phyo Maung)  **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. Net Promoter Score (NPS) 2. Customer Feedback and Reviews 3. Customer Retention Rate |