

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

The Operations and Training plan for the Plant Pals service aims to create sustainable fulfillment and delivery practices for day-to-day operations, mitigating potential revenue losses due to late shipments and cancellations. The goal is to ensure an efficient, high-quality customer experience and support Office Green's larger project goal of a 5% revenue increase.

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * The goal of the Operations and Training plan is to create and implement sustainable fulfillment and delivery practices for the Plant Pals service, ensuring a 95% on-time delivery rate within one month of launch and packaging all orders within two business days of being placed. This will be achieved by creating a plant delivery and logistics plan, setting up order processing and supply chain management software, and launching an employee training program. The plan must stay within a budget of $75,000 and be fully implemented within six months. |

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| **Deliverables** |
| 1. A plant delivery and logistics plan that ensures a 95% on-time delivery rate within one month of launch 2. Order processing and supply chain management software that enables packaging of all orders within two business days of being placed 3. An employee training program that trains 90% of employees before the official service launch |

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| **Business Case / Background** |
| **Why are we doing this?**   * The Operations and Training plan for the Plant Pals service is essential to making the launch successful by ensuring an efficient, high-quality customer experience and mitigating potential revenue losses due to late shipments and cancellations. This supports Office Green's larger project goal of a 5% revenue increase. |

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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)*: * Increased customer satisfaction and trust due to timely and efficient service * Reduction in revenue losses due to late shipments and cancellations * Achievement of Office Green's larger project goal of a 5% revenue increase   **Costs:**   * Price of software, installation fees, time spent on hiring and training * *Additional cost areas (optional)*: * Time and resources for creating and implementing the Operations and Training plan * Financial costs associated with purchasing delivery trucks, hiring drivers, software, and employee training * Opportunity costs associated with dedicating resources to this project rather than other potential projects   **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)*: * Creating a plant delivery and logistics plan * Setting up order processing and supply chain management software * Launching an employee training program   **Out-of-Scope:**   * Product development, vendor contracts * *Other out-of-scope items (optional)*: * Creating a marketing plan for the Plant Pals service * Designing the Plant Pals website |

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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. 95% on-time delivery rate within one month of launch 2. 90% of employees trained before the official service launch. |