



Project Plant Pals Operations & Training Plan February 15th

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

Executive Summary:

Create internal processes and training procedures for support teams

Project Goal

SMART: *Specific, Measurable, Attainable, Relevant, and Time-bound*

- Revenue increase of 5% for Office Green

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
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

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):

Costs:

- Price of software, installation fees, time spent on hiring and training
- Additional cost areas (optional):

Budget needed:

- \$75,000

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):

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

Measuring Success

What is acceptable:

1. Deliver 95% of orders on time within one month of launch
2. Train 90% of employees before the official service launch