

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

Our plan is to create sustainable fulfillment and delivery practices for the service’s day-to-day operations to meet the demands of the Plant Pals service.

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Increase revenue by 5% by creating internal processes and training * procedures for support teams, so they can meet the demands of the Plant Pals service. |

| **Deliverables** |
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| 1. Increase customer satisfaction 2. Set up order processing and supply chain management software to make   revenue streams more efficient   1. Develop and launch an employee training program, have 90% of the staff trained before the launch |

| **Business Case / Background** |
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| **Why are we doing this?**   * To create a process that is able to keep up with the demand of our new service. |

| **Benefits, Costs, and Budget** |
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| **Benefits:**   * Support new service leading to a 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** |
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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 (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** |
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| **What is acceptable:**   1. Deliver 95% of orders on time within one month of launch 2. Supports the larger project goal of a 5% revenue increase for Office Green |