

Project Plant Pals

Operations & Training Plan

**August 8th**

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

Executive Summary:Create sustainable fulfillment and delivery practices for the service’s day-to-day operations. This project one completion will ensure smooth operation and quick fulfillment of orders, which in turn will contribute to the revenue target of new Plant Pal services

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Deliver 95% of orders on time within one month of launch. * After project rollout 100% orders should be packaged and ready for shipment within two business days of order being placed * Train 90% of employees before the official service launch |

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| **Deliverables** |
| 1. Create a plant delivery and logistics plan 2. Set up order processing and supply chain management software 3. Develop and launch employee training program |

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| **Business Case / Background** |
| **Why are we doing this? Create internal processes and training procedures for support teams, so they can meet the demands of the Plant Pals service. These processes will help mitigate potential revenue losses due to late shipments and cancelations by ensuring an efficient, high-quality customer experience. By ensuring that Plant Pals runs smoothly, the plan also supports the larger project goal of a 5% revenue increase for Office Green.** |

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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)*:   **Costs:**   * Price of software, installation fees, time spent on hiring and training * *Additional cost areas (optional)*:   **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)*:   **Out-of-Scope:**   * Product development, vendor contracts * *Other out-of-scope items (optional)*: |

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| **Project Team** |
| **Project Sponsor:** Director of Operations  **Project Lead:** Project Manager  **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. Order fulfillment process will be efficient where 95% order will be completed within the time 2. Packaging process will be efficient and not take more than two days for order fulfillment 3. Employees will be trained about the process required for the success of Plant pal project |