

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

Build an Operations and Training plan for the new service. The creation and implementation of this plan marks a new stage of the Plant Pals project with its own set of goals and deliverables. Its main goal is to create sustainable fulfillment and delivery practices for the service’s day-to-day operations.

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| **Project Goal** |
| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Create internal processes and training procedures for support teams in order to create sustainable fulfillment and delivery practices for the service’s day-to-day operations so that it helps to mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience within 6 months and thus increase revenue by 5%. |

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| **Deliverables** |
| 1. Create a plant delivery and logistics plan to make the fulfillment process as efficient as possible. Tasks include purchasing delivery trucks, hiring drivers, calculating delivery fees, and determining delivery routes and schedules. 2. Set up order processing and supply chain management software to make revenue streams more efficient. If it does, all orders should be packaged and ready for shipment within two business days of being placed. 3. Train 90% of employees before the official service launch. To reach this milestone, your team needs to create a communications plan, prepare training lessons, and schedule and conduct training sessions. |

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| **Business Case / Background** |
| **Why are we doing this?**   * Create sustainable fulfillment and delivery practices for the service’s day-to-day operations. These processes will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience. |

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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 (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. Train 90% of employees before the official service launch. To reach this milestone, your team needs to create a communications plan, prepare training lessons, and schedule and conduct training sessions. 2. deliver 95% of orders on time within one month of launch. |