

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

*Create sustainable fulfillment and delivery practices for the service’s day-to-day operations. Putting these processes in place is essential to making a launch of this size successful.*

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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 6 months , to increase revenue by 5% & mitigate potential revenue losses by ensuring an efficient, high-quality customer experience. |

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| **Deliverables** |
| 1. Create a plant delivery and logistics plan to make the fulfillment process as efficient as possible 2. Set up order processing and supply chain management software to make revenue streams more efficient. 3. Maintain excellent service standards by developing and launching an employee training program. |

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| **Business Case / Background** |
| **Why are we doing this?**   * 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 * help mitigate potential revenue losses due to late shipments and cancelations by ensuring an efficient, high-quality customer experience   **Costs:**   * Price of software, installation fees, time spent on hiring and training   **Budget needed:**   * $75,000 |

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| **Scope and Exclusion** |
| **In-Scope:**   * Customer service standards, delivery processes, training protocols   **Out-of-Scope:**   * Product development, vendor contracts |

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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. 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 of being placed. 3. train 90% of employees before the official service launch |