

Project plan

In sprint 2, we will do these following tasks on Trello:

Search for garden-related products for 4 days 25 hours

Introduction services for 1 day 5 hours

Collect customer's delivery information for 3 days 19 hours

VIP services for 2 days 15 hours

Loyalty encouragement for 4 days 28 hours

DIY buyers training for 3 days 18 hours

Continuous tracking for 5 days 30 hours

Besides, we will finish these documents before 2ed June: Gantt chart, Burndown chart, Mockup for sprint 2, Planning, sprint 2 review, sprint 2 retrospective.

Brief Quality Plan

After customers buy trees and plant them in their houses, customers will send these photos in 1 year, 2 years, 3 years, 5 years and in 10 years to our service personnel. We should record problems reflected by customers in time and make a periodical report. Once accidents happen, our staff should keep patient and take measures to prevent similar accidents happening again.

Brief Risk register and risk planning

The top 5 risks are low efficiency, vague schedule, different opinions, occasional meetings, short improving time. It's mainly possible that we have lots of tasks in the meantime, someone may forget to finish his part, and we should remind each other regularly. We need arrange the meeting schedule in advance, and make sure that we are familiar with everyone's responsibilities.

Brief Change Management plan

If VIP asks for privileges like receiving special coupons, or DIY trainers need more advanced course materials, we should recognize the changes in the broader business environment, develop the necessary adjustments for our company's needs, train our employees on the appropriate changes, and also win the support of the employees with the persuasiveness of the appropriate adjustments.

Brief communications plan

Once delay of tasks or changes happen, employees are supposed to tell their manager first. The team talks about their daily progress and try to find out shortcomings in themselves. Customers keep contact with Product Owner, and Product Owner helps decrease uncertainty, gradually extract the understanding of the product. And in the product list, expresses this progressive extraction.