| **General Project Information** | | | | |
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| **Project Name** | | | **Project Must be Complete by** | |
| ***Company Reroute***  Service Implementation Team | | |  | |
| **Date Prepared** | |
|  | |
| **Project Sponsor** | | **Project Manager** | | |
| Tim Balbo | | Jon Crane | | |
| **Team Members** | | | | |
| Jeremiah, Melanie, Jeremiah, Sara & Jon | | | | |

| **Scope Statement** |
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| **Business Need and Problem Statement** |
| * When we execute the Reroute we will have customers moving from one delivery day to another. * This change will cause customers to need to be delivered early or be stocked up the week before to ensure they do not run out of product. * If we are going to give them extra product how do we get around soil capping. * Branches will likely need additional body’s to help with specials and runbacks. |
| **Project Goals and Objectives (Deliverables)** |
| Develop a process to ensure customers do not run out of product during the first couple of weeks of the new routes. This includes garments as it will likely be a different process |
| **Benefits** |
| Customers will not run out of garments or products due to the reroute |
| **Items to Consider** |
| **Inventory** |
| Will we have enough inventory to provide increases? Need to run a query of all customers who will be moving 1 or 2 days and then estimate additional product needed. Melany will need to review and determine how we can fill the demand |
| **When to increase vs run a special for non garment items** |
| Run Backs- Who/ how  Move 1 day = MT TW WH HF FM Increase  Move 2 days= MW TH WF HM FT Increase  Move 3 days= MH TF WM HT FW Run Special  Move 4 days= MF TM WT HW FH Run Special   * Increases need to be entered 2 weeks before go live so that they are delivered the week before go live. * Each route will be supplied with a report indicating which customers will need to have higher soil counts and what they should put down for soil conts   + Jeff can run a query that will show average delivery amount   + If the customer is moving 1 day we will increase the soil count by 17.5%   + If the customer is moving 2 days we will increase the soil count by 35% |
| **Ensuring customers do not run out of clothes** |
| Move 1 day = MT TW WH HF FM   * Week 1 3 day turn ran as a special * Week 2- 3 day turn ran on new route   Move 2 days= MW TH WF HM FT   * Week 1 4 day turn ran as a special * Week 2- 3 day turn ran on new route   Move 3 days= MH TF WM HT FW   * Week 1 4 day turn ran as a special * Week 2- 4 day turn ran on new route   Move 4 days= MF TM   * Week 1- 4 day turn ran on new route   See attachment |
| **Shuttle Capacity** |
| Will extra product fit on the shuttle? |
| **Service Calls** |
| Ideally we will minimize call ins by properly stocking customers and communicating with customers. Nevertheless we anticipate higher call volumes so we need to provide Customer Care with a list of what is going to change so that they can quickly look up customer information. |
| **Soil Capping** |
| We will need to remove soil capping for |
|  |
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| ***We agree that this is a viable project, and we will support it.*** | |
| --- | --- |
| Date: | Date: |
| **Project Manager** | **Program Manager** |
| Date: |  |
| **Sponsor** |  |

