



## Project Plant Pals Operations & Training Plan February 15th

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### Executive Summary:

*Our objective is to mitigate potential revenue losses by ensuring an efficient, high-quality customer experience by building an Operations and Training plan for the new service.*

### Project Goal

**SMART:** *Specific, Measurable, Attainable, Relevant, and Time-bound*

- Deliver 95% of orders on time within one month of launch by creating a plant delivery and logistics plan to make the fulfillment process as efficient as possible.

### Deliverables

1. Increase customer satisfaction by creating sustainable fulfillment and delivery practices for the service's day-to-day operations.
2. All orders should be packaged and be ready for shipment within two business days of being placed.
3. Develop and launch an employee training program and train 90% of employees before the official service launch.

## Business Case / Background

### Why are we doing this?

- Our aim is to create internal processes and training procedures for support teams, so they can meet the demands of the Plant Pals service and these processes will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience.

## Benefits, Costs, and Budget

### Benefits:

- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction

### Costs:

- Price of software, installation fees, time spent on hiring and training

### Budget needed:

- \$75,000

## Scope and Exclusion

### In-Scope:

- Customer service standards, delivery processes, training protocols

### Out-of-Scope:

- Product development, vendor contracts

## 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

## Measuring Success

### **What is acceptable:**

1. Improving the efficiency of the fulfillment process to deliver 95% of orders on time within one month of launch.
2. Improving the efficiency of revenue streams by setting up order processing and supply chain management software to ensure that all orders are packaged and are made ready for shipment within two business days of being placed.