Office Green

Project Plant Pals
Operations & Training Plan

January 15th

Document Status: **<u>Draft</u>** | In Review | Approved

Executive Summary:

Our goal is to develop a service that provides low-maintenance plants suitable for office settings to high-volume clients

Project Goal
SMART: *****S****pecific,* *****M****easurable,* *****A****ttainable,* *****R****elevant, and* *****T****ime-bound* • Create a plant delivery, and logistics plan to deliver 95% of orders on time within one month of launch. • Develop and launch an employee training program and train 90% of employees before the official service launch.

Deliverables
1. Purchase delivery trucks, hire drivers, and calculate delivery fees. 2. Select, install, and maintain efficient order processing and supply chain management software. 3. Maintain excellent service standards by developing and launching an employee training program. 4. Create a communications plan, prepare training lessons, and schedule and conduct training sessions.

Business Case / Background

Why are we doing this?
- It marks a new stage of our company's project and will improve our service's sustainability and quality.

Benefits, Costs, and Budget

Benefits:
- Support new service leading to a 5% revenue increase, reduce late shipments and related costs, and 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

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)*:

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. Deliver 95% of orders on time within one month of launch
2. All orders are to be packaged and ready for shipment within two business days of being placed
3. 90% of employees are trained before the official service launch
4. Achieving a 5% increase in revenue by the end of the year.
5. Expect a 5% improvement in customer satisfaction (from 90% to 95%) within three months after launch.