

Project Name: Plant Pals Operations

Today's date: July 5

Summary			
We have installed new software to keep track of incoming orders and begun sending out the first test batch of Plant Pals to customers. However, we have run into issues with product quality, customer communication, and the delivery process. Our next milestones include sending the test batch customers newsletters on plant upkeep and sending out the second batch of plants. This report also includes top risks and issues that have arisen and how we intend to take action.			
Completed Milestones and Tasks			
Description	Date	Status	Owner
Purchased and installed new software to keep track of incoming orders	June 15	Completed	IT Support
Began sending test batches of Plant Pals orders to customers	June 21	Completed	Fulfillment
Upcoming Milestones and Tasks			
Description	Date	Status	Owner
Send the first batch customers e-newsletters with a tutorial on caring for their plants.	July 7	Upcoming	Customer Support
Hit at least 95% of delivery dates on time.	July 19	Upcoming	Fulfillment
Top Risks and Issues			
Issue		Impact	Resolution
The warehouse team reports that 10% of the plants were not properly potted		Profit loss, complaints, and budget issues	Evaluate and adjust process
The customer relations team is receiving only 30% of requests and complaints		Customer dissatisfaction	Fix problems with process
The current delivery completion rate is only 80%		Cancelled subscriptions	Hire and train more staff

Overall Status (RAG)	
Amber	
Owner	Comments
Specialist	The installation took three days longer than expected.
Plant Director	The number of orders exceeded targets by 15%.
Owner	Comments
Service Manager	The newsletter must follow Office Green's brand design guidelines.
Plant Director	The error rate should be under 5%
Action	Owner
Optimising plant potting process	Warehouse Operations Manager
Implement new customer service software	IT Specialist
Recruit more delivery drivers	HR Specialist

