



## Project Plant Pals Operations & Training Plan August 5th

Document Status: **Draft** | In Review | Approved

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### Executive Summary:

*Our plan is to build an Operations & Training plan for the new service. The main goal is to create sustainable fulfillment and delivery practices for the services' day-to-day operations.*

#### Project Goal

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

- To increase revenue by 5% by the end of the year by rolling out a new service that provides office plants to top clients.

#### Deliverables

1. Plant delivery and logistics plan.
2. Order processing & supply chain management software
3. Employee training program

#### Business Case / Background

**Why are we doing this?**

- This plan will help create sustainable fulfillment and delivery practices for the services day-to-day operations

## Benefits, Costs, and Budget

### Benefits:

- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction
- Additional benefits (optional):

### Costs:

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

### 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

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## Measuring Success

### What is acceptable:

1. 95% orders delivered on time within 1 month
2. 90% of employees trained before the official service launch