



Plant Pals Fulfillment & Delivery Plan

Project Charter

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Executive Summary:

Our goal is to create sustainable fulfillment and delivery practices for the service's day-to-day operations, in order to contribute to revenue increase and successfully meet the demands of the Plant Pals service.

Project Goal

- Deliver 95% of orders on time within one month of launch by making the fulfillment process as efficient as possible.

Deliverables

1. Create a plant delivery and logistics plan to make the fulfillment process as efficient as possible. Includes purchasing delivery trucks, hiring drivers, and calculating delivery fees.
2. Set up order processing and supply chain management software to make revenue streams more efficient. Includes selection, installation, and maintenance of the software.
3. Develop and launch an employee training program. Includes the creation of a communications plan, preparation of training lessons, and scheduling and conducting training sessions.

Business Case / Background

Why are we doing this?

- This project will support revenue growth by increasing efficiency and customer satisfaction, as well as engagement among support teams.

Benefits, Costs, and Budget

Benefits

- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction.
- Increase efficiency and engagement among support teams.

Costs

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

Budget needed

- \$75,000

Scope and Exclusion

In-Scope:

- Delivery processes improvement.
- Purchase of delivery trucks and hiring of drivers.
- Order processing and supply chain management software setup.
- Training protocols and implementation.
- Customer service standards and customer survey results analysis.

Out-of-Scope:

- Product development.
- Marketing and advertising campaigns.

Project Team

Project Sponsor: Director of Operations

Project Lead: Project Manager

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 packaged and ready for shipment within two business days of being placed.
3. 90% of employees have received training before the official service launch.