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Plant Pals Fulfillment & Delivery Plan
Project Closeout Report

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Project Sponsor	Operations Director
Project Team	Financial analyst, Fulfillment Director, HR Specialist, Quality Assurance Tester, Customer Service Manager, IT Manager, Inventory Manager, Training Manager
Project Duration	March 1 2022 - September 6 2022

Executive Summary

The purpose of this project was 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.

Key Accomplishments

- Established a new plant delivery and logistics plan that brought delivery costs down by 50 cents per unit.
- Selected and installed supply chain management software and equipment, which helped speed up plant sourcing.
- Trained more than 75% of employees before the test service launch, and the remaining 25% during or after the test service launch.
- Installed new software to manage incoming orders, making the ordering process more efficient.
- Sent test batches to customers to refine product quality and delivery protocols.
- Ran an ongoing customer survey to gather information on customer satisfaction.
- Implemented feedback from customer surveys, increasing on-time deliveries by 10% and satisfaction with customer service by more than 42%.

Lessons Learned

What went well?

- Hiring more drivers led to a ~10% increase in on-time deliveries.
- Customer satisfaction increased once we resolved the known technical issues.

What went wrong?

- Delayed deliveries: Solved this issue by hiring additional drivers.
- Technical issues with the customer service software: Customer satisfaction increased once we resolved the known technical issues.

Open Items

- Plant Pals still needs to increase its on-time deliveries by 5%.
- There are opportunities for improving the customer service support.

Next Steps and Future Considerations

- Focus on early deliveries to meet on-time delivery target.

- Customers prefer the live chat support option. Consider allocating more support resources to live chat support. Continue to create tutorials and guides for new offerings.

- Continue to survey consistently and monitor results for additional improvements.

Project Timeline

March 1-April 9	Project initiation and planning. Established a plant delivery and logistics plan.
April 12-April 30	Selected & installed supply chain management software and equipment.
May 3-June 11	Trained over 75% of employees before sending out test batches.
June 10-15	Installed software to manage incoming orders.
June 21-August 16	Sent test batches to customers.
June 21-July 19	Conducted a customer satisfaction survey.
July 5- August 30	Implemented feedback from customer satisfaction survey.
September 6	Official service launch.

Resources and Project Archive

- Statement of Work
- Project Charter
- Gantt Chart
- Risk Management Plan
- Project Status Report