

To:	opsdirector@officegreen.com ; productdirector@officegreen.com ; hrrspecialist@officegreen.com ; svrphr@officegreen.com
Subject:	Action Required - Raising the on-time delivery rate to prevent subscription cancellations
<p>Hi – Hope you’re doing well.</p> <p>As you may know, I’ve been working as the Project Manager of the Fulfillment & Delivery Plan project. Thank you for all your work to ensure a successful launch.</p> <p>I’m reaching out to communicate an issue we’ve been facing regarding plant deliveries. Since we don’t have enough drivers to deliver all orders on time, only 80% of the plants have been successfully delivered so far.</p> <p>In consequence, there has been a negative impact in customer satisfaction rates, and some customers have already canceled their subscriptions.</p> <p>If this problem persists, we could face even greater issues, such as delays in the project timeline, a detriment in product quality and decreased revenue.</p> <p>The solution to this problem would be to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late.</p> <p>Our recommendation is to hire two more drivers to join the delivery team. We could also review and assess delivery routes to find the most efficient routes for drivers to take.</p> <p>We could schedule a meeting to discuss and decide how to proceed regarding this issue.</p> <p>Please let me know your thoughts, and if you have any questions.</p> <p>Thank you!</p> <p>Best,</p> <p>Mariana Project Manager</p> 	