



Project Plant Pals Operations & Training Plan February 15th

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Executive Summary:

Nowadays, sustainable practice service plays an important role in business improvement for the company. It's relevant with the supply-demand chain which always operates at the smallest unit scale at the end-party (consumer). Best practices at the service-scale also could make higher revenue for the company as it serves higher retention for consumers and potentially gain more loyal customers. Thus, making sure the services could run sustainably is important. In order to do that, good standard operating procedures for internal processes and training procedures are needed. Project Plant Pals: Operation & Training Plan will become a 'playground' for reaching that goal.

Project Goal

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

- Within six months, the company has sustainable fulfillment and delivery practices for the service's day-to-day operations.

Deliverables

1. Deliver 95% of orders on time within one month of launch,
2. Set up order processing and supply chain management software to make revenue streams

- more efficient,
3. Maintain excellent service standards for customers by training 90% employees before official serve launch.

Business Case / Background

Why are we doing this?

- Best practices at the service-scale also could make higher revenue for the company as it serves higher retention for consumers and potentially gain more loyal customers. These processes will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality end-user or customer experience.

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
- Additional cost areas (optional):

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

Measuring Success

What is acceptable:

1. A 10% increase in loyalty-customer within 2 months after procedures implemented,
2. A 10% customer satisfaction from last satisfaction percentage within 3 months after implemented