



## Project Plant Pals Operations & Training Plan February 15th

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

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### Executive Summary:

*Our goal is to create sustainable fulfillment and delivery practices for day-to-day operations. By doing this, we achieve the greater project goal of increasing the revenue and brand awareness.*

### Project Goal

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

- .create sustainable fulfillment and delivery practices by training 90% of employees in the next 6 months

### Deliverables

1. Create plant delivery and logistics plan
2. Setup, install and maintain order processing and supply chain management software
3. Develop and launch employee training program

### Business Case / Background

### Why are we doing this?

- By doing this, we mitigate potential revenue loss due to late shipments and cancellations and increase our revenue by 5%. This will curb customer attrition and provide high quality customer service.

### 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. 5% increase in revenue
2. Deliver 95% orders on time within 1 month of launch
3. 100% orders packed and ready to ship within 2 business days of being placed
4. 90% employees trained to use the new service