



Project Plant Pals Operations & Training Plan February 15th

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

Executive Summary:

Our plan is to build an Operations and Training plan for the new service that includes processes that enable sustainable fulfillment and delivery practices for the service's day-to-day operations.

Project Goal

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

- Create an internal processes and training procedures for support teams that is fully implemented in six months.

Deliverables

1. Deliver 95% of orders on time within one month of launch
2. All orders should be packaged and ready for shipment within 2 business days of being placed
3. Train 90% of employees before the official service launch

Business Case / Background

Why are we doing this?

- Putting these processes in place is essential to make the launch of the new Plant Pals project successful. Having these processes will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality 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. All protocols are fully implemented in six months
2. At least 90% of employees are trained before the official service launch