# Performance Improvement Plan - GreenLeaf

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| Target Area | Performance Concern | Expected Standard of Performance | Agreed Improvement Actions | Support | Review Date | Review Notes | Date to Achieve Expected Standard |
| Regulatory Compliance | Delays in acquiring necessary permits and licenses. | Obtain all required permits and licenses within the defined project schedule. | Regular follow-ups with regulatory authorities and proactive document submission. | Legal team assistance in navigating regulatory processes. | 4 weeks | Monitor progress and update regulatory approvals. | 8 weeks |
| Technical Implementation | System integration issues causing operational disruptions. | Ensure seamless integration of the online ordering system and GPS tracking. | Implement phased testing and troubleshooting sessions before full launch. | IT team training and additional support for troubleshooting. | 6 weeks | Assess system stability and address residual integration issues. | 10 weeks |
| Operational Efficiency | Delivery personnel not adhering to scheduled timelines. | Achieve 95% on-time delivery rate for scheduled orders. | Develop a structured delivery schedule and monitor adherence. | Performance tracking system for delivery personnel. | 8 weeks | Evaluate improvement in delivery timelines. | 12 weeks |
| Customer Service | Customer inquiries not being responded to within expected timeframe. | Respond to customer inquiries within 24 hours. | Implement a customer support tracking system and provide training. | Customer service training and CRM implementation. | 4 weeks | Check response rate improvements and customer feedback. | 6 weeks |
| Logistics Management | Inconsistent delivery schedules leading to delays. | Ensure 98% consistency in delivery schedules with proper tracking. | Optimize delivery routing and introduce contingency plans. | Advanced logistics software for optimized scheduling. | 6 weeks | Monitor scheduling efficiency and adjust if needed. | 10 weeks |