

Plant Pals Operations & Training Plan

**February 15th**

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

**Executive Summary:** Our plan is to create sustainable fulfillment and delivery practices for Plant Pals’ day-to-day operations. By creating fulfillment and delivery practices we can meet our larger project goals of increasing revenue and brand awareness, and decreasing customer attrition.

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Create new, more-efficient fulfillment and delivery processes and train 90% of employees within 6 months. |

| **Deliverables** |
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| * Create a plant delivery and logistics plan * Set up ordering and supply chain management software * Develop and launch employee training program |

| **Business Case / Background** |
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| **Why are we doing this?**   * The Operations and Training plan will help us meet the demands of the new service. The plan will help curb customer attrition and provide a high-quality customer experience. By ensuring that Plant Pals has an efficient launch, the Operations and Training plan will help us reach our larger project goal of a 5% revenue increase for Office Green. |

| **Benefits & Costs** |
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| **Benefits**   1. Maintaining high quality standards following the initial service launch 2. Mitigation of potential revenue losses through customer attrition 3. Increased customer satisfaction   **Costs:**   * Fulfillment and inventory maintenance costs * Cost of materials (including delivery trucks, packaging materials, etc.) * Operational costs (ordering systems, transaction costs, overhead) * Time spent on operational systems education and training for employees   **Budget needed:**   * $75,000 |

| **Scope and Exclusion** |
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| **In-Scope:** Budget Management, Inventory Management, Software Maintenance, Supply Chain Fulfillment, Quality Controls, Transaction Methods, Human Resources  **Out-of-Scope:** Web Development, Pricing, Account Management |

| **Project Team** |
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| **Project Sponsor:** Director of Operations  **Project Lead:** Project Manager (You!)  **Project Team:** Fulfillment Director, Quality Assurance Tester, Inventory Manager, Budget Coordinator, Financial Analyst, Human Resource Specialist  **Additional Stakeholders:** VP of Customer Satisfaction, Account Manager, Receptionist, Sales Director, Sales Team, Marketing Director, Investors |

| **Measuring Success:** |
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| **What is acceptable:**   * 95% of orders on time within one month of launch * 100% of orders packaged and ready for shipment within two days of being placed * Train at least 90% of employees before the official service launch * 5% revenue increase for Office Green |