**Scenario**

Review the scenario below. Then complete the step-by-step instructions.

Office Green is testing the Plant Pals project before official launch, and you are the project manager responsible for the project’s success. The team has already begun sending out test shipments to customers.

However, your team has encountered some problems along the way. One major issue is that you don’t have enough drivers to deliver all of the orders on time. So far, the drivers have delivered only 80% of the plants successfully. Customer satisfaction has suffered, and some customers have already canceled their subscriptions. Your team needs to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late. A delay could create even more issues—setting back the project timeline, risking product quality, and hurting revenue.

You have several ideas to improve future delivery rates, but you need to discuss them with senior stakeholders. In order to explain the problem and your recommendations, you write an escalation email to the Director of Operations, the HR Specialist, the Senior Vice President of Human Resources, and the Director of Product.

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| ***To:*** | *opdirector@officegreen.com; hrspecialist@officegreen.com; srvp@officegreen.com* |
| ***Subject:*** | Escalation: Driver Shortage Impacting Plant Pals Delivery Timelines |
| Dear [Director of Operations, HR Specialist, Senior Vice President of Human Resources, Director of Product],  I hope this email finds you well. I am writing to bring to your attention a critical issue affecting the success of the Plant Pals project, for which I am the project manager.  **Problem Summary:** We are currently facing a shortage of delivery drivers, which has resulted in only 80% of test shipments being delivered on time. This has led to decreased customer satisfaction, with some customers canceling their subscriptions. Our goal is to achieve at least a 90% on-time delivery rate to maintain the project timeline, product quality, and expected revenue targets.  **Consequences of the Problem:**   * Delayed shipments risk further cancellations and customer dissatisfaction. * Missing the 90% target could result in timeline setbacks and potential revenue loss. * Prolonged delivery delays may compromise product freshness and quality.   **Proposed Course of Action:** To address this issue, I recommend the following steps:   1. Collaborate with the HR team to expedite the hiring of additional delivery drivers to meet the growing demand. 2. Consider temporarily contracting third-party delivery services to handle the immediate shortfall. 3. Optimize delivery routes further using real-time analytics to enhance efficiency.   **Request for Support:** I kindly request approval to proceed with these recommendations and would appreciate prioritization of driver recruitment efforts. Additionally, if you have other suggestions or resources to mitigate this issue, I welcome your input.  Your guidance and support in resolving this matter will ensure we meet our delivery goals and maintain the success of the Plant Pals project.  Thank you for your attention to this urgent matter. Please let me know a suitable time to discuss next steps.  Best regards, [Your Name] Project Manager, Plant Pals Office Green | |

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