Office Green

Project Plant Pals
Operations & Training Plan
November 20, 2023

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

Executive Summary:

The Operations and Training plan for Plant Palms aims to establish efficient and sustainable fulfillment and delivery practices, ensuring high-quality customer experience and supporting Office Green's 5% revenue increase goal. Key milestones include creating a plant delivery and logistics plan, implementing order processing and supply chain management software, and developing a comprehensive employee training program. This plan is critical for the successful launch and smooth operation of the Plant Pals service, aiming to achieve 95% on-time delivery within a month of launch and training 90% of employees before service commencement, all within a six-month timeframe and a budget of "$75,000."

Project Goal
SMART: *Specific, Measurable, Attainable, Relevant, and Time-bound* ● Develop and implement an efficient delivery and logistics system within 6 months, ensuring that 95% of Plant Pals orders are delivered on time within one month of launch while starting within a budget of $75,000. This system will directly enhance customer satisfaction and support Office Green's objective of a 5% revenue increase.

Deliverables

1. Efficient Delivery System Established
2. Operational Software Implemented
3. Comprehensive Employee Training Program

Business Case / Background

Why are we doing this?
- The Operations and Training plan for the Plant Pals service is initiated in response to a growing demand from our customers for easy-to-maintain office plants. This new service caters to this specific customer need and aligns with Office Green's strategic objective of diversifying its product offerings and enhancing customer engagement.

Benefits, Costs, and Budget

Benefits:
- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction

Costs:
- Price of software, installation fees, time spent on hiring and training

Budget needed:
- $75,000

Scope and Exclusion

In-Scope:
- Customer service standards, delivery processes, training protocols

Out-of-Scope:
- Product development, vendor contracts

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. Achieving and maintaining a minimum of 95% on-time delivery rate for Plant Pals orders within the first month following the service launch.
2. Successfully training at least 90% of the workforce in the new service operations and customer service standards before the official launch of the Plant Pals service.