

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** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-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** |
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| 1. Efficient Delivery System Established 2. Operational Software Implemented 3. Comprehensive Employee Training Program |

| **Business Case / Background** |
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| **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** |
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| **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** |
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| **In-Scope:**   * Customer service standards, delivery processes, training protocols   **Out-of-Scope:**   * Product development, vendor contracts |

| **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, 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** |
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| **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. |