Project Name: Plant Pals Operations

Today's date: July 5

Summary	Overall Status (RAG)
We have installed new software to keep track of incoming orders and begun sending out the first test batch of Plant Pals to customers. However, we have run into issues with product quality, customer communication, and the delivery process. Our next milestones include sending the test batch customers newsletters on plant upkeep and sending out the second batch of plants. This report also includes top risks and issues that have arisen and how we intend to take action.	Amber

Completed Tasks and Milestones				
Description	Date	Status	Owner	Comments
Purchased a new software to keep track of incoming orders and installed it	June 15	Completed	IT Specialist	The installation took three days longer than expected.
Began sending test batches of Plant Pals orders to customers	June 21	Completed	Fulfillment Director	The number of orders exceeded targets by 15%.

Upcoming Tasks and Milestones				
Description	Date	Status	Owner	Comments
Send the first batch customers e-newsletters on how to take care of their plants.	July 7	Upcoming	Customer Service Manager	The newsletter must follow Office Green's brand design guidelines.
Hit at least 95% of delivery dates on time	July 19	Upcoming	Fulfillment Director	The error rate should be under 5%.

Top Risks and Issues			
Issue	Impact	Action	Owner
The warehouse team reports that 10% of the plants were not properly potted	Profit loss, complaints, and budget issues	Evaluate and adjust the plant potting process	Warehouse Operations Manager
The customer relations team is receiving only 30% of requests and complaints	Customer dissatisfaction	Fix problems with new customer service software	IT Specialist
The current delivery completion rate is 80%	Cancelled subscriptions	Hire and train more delivery drivers	HR Specialist