



Beta "T.B" Company for delivering products

Executive Summary: We plan to solve the company's problem, which is the "Drop in sales."

Project Goal

- **SMART Goal NO.1:** Establishing a strong system for the company in distributing tasks to employees and using devices for delivering larger products, seeking to provide the largest possible number from one employee and also faster in speed so that the company can meet the needs of the customers who use the company." 95%" of the old devices in the company will be replaced. With the "largest and fastest" devices, within 6 months.
- **SMART Goal NO. 2:** The non-sales rate will decrease by 70%, and this will be done by the company using "artificial intelligence" to respond to the customer if there are no empty employees, and also through the company hiring more customers to solve the problem of workforce shortage, and this will be done within 3 months. Beta T.B. returns to the market again strongly and presents advertisements to become more familiar with the market.

Deliverables

1. Reduce the number of delivery delays.
2. The non-sales rate decreased by 70%.
3. Replace 95% of the old devices with modern devices to deliver orders faster.
4. Generate a system to respond to the customers and accept their requests by "AI".

Business Case / Background

Why are we doing this?

- We plan to solve the problem of a drop in sales which faces the Beta “T.B” company because the deliveries didn’t arrive at the time, and many orders aren’t accepted due to a lack of workforce for a large number of customers and many other causes lead to this issue.

Benefits, Costs, and Budget

Benefits:

- Generating a system of “AI” to respond to the customer.
- Having modern devices to deliver the orders will be fast and large enough to include many orders.
- Solve all problems that faced the company (The orders didn’t arrive at the right time, Drop in sales, Didn’t accept many orders).

Costs:

- Price of “AI” system, New Devices, time spent on hiring and training
- Additional workforce, Advertising, and Creating a website for customers’ feedback.

Budget needed:

- \$95,000

Scope and Exclusion

In-Scope:

- Generating an “AI” system, Buying new devices, and Creating the website for the feedback.
- Hiring the additional workforce, Creating the advertising.

Out-of-Scope:

- The salary of the additional workforce, The cost of the storage of the “AI” system.
- Delegation of the new devices.

Project Team

Project Sponsor: Director of Operations

Project Lead: Project Manager (Me)

Project Team: IT Team, Factory Team, Delivery Team, Workforce, Training Manager

Additional Stakeholders: Suppliers / Vendors, IT Manager, Factory Team, Delivering Team, IT Team, Sales Manager, Senior Management, Customers or End users, department managers, Workforce.

Measuring Success

What is acceptable:

- 1. The company sales increased by 35% within 3 months.
- 2. The 40% of the customers' feedback includes sentences represent on satisfying with the company's service within the 4 months.