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| Milestones | Tasks ID | Subtasks ID | Tasks | Owner | Duration (Days) | Notes |
|----------------------------------|----------|----------------------------------|---|-------------------|-----------------|---|
| Improving order delivery | 1.1 | Increasing Delivery Capacity | 1.1.1 Modern delivery devices | Financial sponsor | 20 | The Financial Sponcer purchase modern devices which is faster and bigger |
| | | | 1.1.2 Additional delivery workers | HR Manager | 25 | The HR Manager hire new delivery workers to solve the problem of a lack of workforce |
| | | | 1.1.3 Work distribution system | IT Team | 40 | The IT Manager & his team will create a system to distribute the work on the empty delivers |
| | | | 1.1.4 Training on efficient routes and time management | Training Manager | 15 | The Training Manager will train the delivery worker on efficient routes and time management |
| | | | 1.1.5 Timely order arrivals and responsive customer service | Sales Manager | 35 | The sales Manager Will follow up with the delivery team to ensure that the orders arrive on time and to the right address, and the Receptionists Employees will ensure that they respond to all customers |
| | 1.2 | Enhancing Order Processing | 1.2.1 Increased number of call receptionists | HR Manager | 15 | The HR Manager will hire new call receptionist employees |
| | | | 1.2.2 Upgraded call reception technology | Financial sponsor | 20 | The Financial Sponcer will upgrade call reception technology |
| | | | 1.2.3 AI-powered software | IT Team | 60 | The IT Manager & his team will develop AI-Powerd software |
| | | | 1.2.4 Tracking system for inquiries and orders | IT Team | 50 | The IT Manager & his team will implement a tracking sysytem |
| Ensuring accurate order delivery | 2.1 | Improving Address Verification | 2.1.1 GPS technology verification | IT Team | 35 | The IT Manager will help the delivers to use the GPS to delivery addresses |
| | | | 2.1.2 Online form for address input | IT Team | 25 | The IT Manager & his team will create an online form to the customers input their address accurately |
| | | | 2.1.3 Confirmation system for order details | IT Team | 35 | The IT Manager & his team will implement a system for customers to verify their order details |
| | 2.2 | Monitoring Delivery Performance | 2.2.1 Establishment of KPIs | Business Analyst | 20 | The Business Analyst will set KPIs for delivery times and accuracy to improve efficiency |
| | | | 2.2.2 Regular reviews of performance data | Data Analyst | 25 | The Data Analyst will regularly review delivery data for continuous improvement |
| | | | 2.2.3 Customer feedback solicitation | Marketing Team | 15 | The Marketing Team will gather customer feedback to understand satisfaction and enhance services |
| Enhancing customer service | 3.1 | Improving Communication Channels | 3.1.1 Expanded customer service hours | Technical Manager | 5 | The Technical Manager will extend customer service hours for better accessibility |
| | | | 3.1.2 Live chat option | IT Team | 45 | The IT Manager will add live chat to the website for faster customer support |
| | | | 3.1.3 Training for customer service representatives | Training Manager | 10 | The Training Manager will train staff to handle complaints and resolve issues effectively |
| | 3.2 | Gathering Customer Feedback | 3.2.1 Surveys on customer satisfaction | IT Team | 5 | The IT Manager will create surveys to assess customer satisfaction and identify improvements |
| | | | 3.2.2 Feedback data analysis | Data Analyst | 20 | The Data Analyst will analyze feedback to spot trends and issues |
| | | | 3.2.3 Implementation of changes based on feedback | Technical Manager | 55 | The Technical Manager will act on customer suggestions to enhance the service |