

Project Plant Pals

Operations & Training Plan

**February 15th**

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

**Executive Summary:**

*Plant Pals want to create internal processes and training procedures for mitigating potential losses, high-quality customer experience.*

| **Project Goal** |
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| ***SMART: S****pecific,* ***M****easurable,* ***A****ttainable,* ***R****elevant, and* ***T****ime-bound*   * Building Operation and Training process for creating sustainable fulfillment and delivery practices to employee’s training about six months. |

| **Deliverables** |
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| 1. Operation and Training process 2. Increase 5% revenue 3. Employees awareness |

| **Business Case / Background** |
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| **Why are we doing this?**   * Will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience |

| **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 * Employee has knowledge about customer experience   **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 * *Other out-of-scope items (optional)*: |

| **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. Employees must have knowledge after training 2. Customer experience have to increase, they should have good feedback after use the services at Plant Pals |