



Project Plant Pals Operations & Training Plan February 15th

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

Executive Summary:

Our plan is to create a service that offers high-volume customers small, low-maintenance plants that can thrive in an office environment.

Project Goal

SMART: *Specific, Measurable, Attainable, Relevant, and Time-bound*

SPECIFIC:

- I) *Create sustainable fulfilment and delivery practices for the service's day-to-day operations.*
- II) *These processes will help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience.*
- III) *Set up order processing and supply chain management software to make revenue streams more efficient.*
- IV) *Maintain excellent service standards by developing and launching an employee training program.*
- V) *By ensuring that Plant Pals runs smoothly, the plan also supports the larger project goal of a 5% revenue increase for Office Green.*

MEASURABLE:

- I) *Your target is to deliver 95% of orders on time within one month of launch.*
- II) *You want to train 90% of employees before the official service launch.*

ATTAINABLE:

- I) Tasks include purchasing delivery trucks, hiring drivers, and calculating delivery fees.
- II) Your team must select, install, and maintain the software to ensure it continues to function properly. If it does, all orders should be packaged and ready for shipment within two business days of being placed.
- III) To reach this milestone, your team needs to create a communications plan, prepare training lessons, and schedule and conduct training sessions.

RELEVANT:

The goal does make sense, is worthwhile, and it is right time.

Time-bound:

You estimate that it will take six months to fully implement all protocols, including setting up operational tools, putting delivery processes in place, and training employees

Deliverables

1. increased brand awareness
2. order processing and supply chain management software
3. communications plan, prepare training lessons, and schedule and conduct training sessions.

Business Case / Background**Why are we doing this?**

- To create sustainable fulfillment and delivery practices for the service's day-to-day operations. This is a top requested service from our customers, and it will also improve customer satisfaction and retention.

Benefits, Costs, and Budget**Benefits:**

- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction
- Additional benefits (optional):

Costs:

- Price of software, installation fees, time spent on hiring and training
- Additional cost areas (optional):

Budget needed:

- \$75,000

Scope and Exclusion

In-Scope:

- Customer service standards, delivery processes, training protocols
- Other in-scope items (optional):

Out-of-Scope:

- Product development, vendor contracts
- Other out-of-scope items (optional):

Project Team

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

What is acceptable:

1. deliver 95% of orders on time within one month of launch
2. Set up order processing and supply chain management software to make revenue streams more efficient.
3. 5% increase in customer satisfaction (from 90% to 95%) three months after launch.