



**Office Green**

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## Project Plant Pals Operations & Training Plan May 9, 2023

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

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### Executive Summary:

*Create internal processes and training procedures for support teams, so they can meet the demands of the Plant Pals service.*

### Project Goal

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

- Launch processing and supply chain management for new plant delivery by the end of the six month with the result of 5% revenue increase for Office Green.

### Deliverables

1. Create a plant delivery and logistics plan to make the fulfillment process as efficient as possible. Your target is to deliver 95% of orders on time within one month of launch. Tasks include purchasing delivery trucks, hiring drivers, and calculating delivery fees.
2. Set up order processing and supply chain management software to make revenue streams more efficient. 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.

3. Create a communications plan, prepare training lessons, and schedule and conduct training sessions.
4. Launch employee training program with goal to train 90% of employees before the official service launch.

## Business Case / Background

### Why are we doing this?

- To create sustainable fulfillment and delivery practices for the new Plant Pal's service day-to-day operations.

## Benefits, Costs, and Budget

### Benefits:

- Support new service leading to 5% revenue increase
- Reduce late shipments and related costs
- Increase customer satisfaction
- Help mitigate potential revenue losses due to late shipments and cancellations by ensuring an efficient, high-quality customer experience.

### Costs:

- Price of software, installation fees, time spent on hiring and training

### Budget needed:

- \$75,000

## Scope and Exclusion

### In-Scope:

- Customer service standards, delivery processes, training protocols, additional training after launch

### Out-of-Scope:

- Product development, vendor contracts

## Project Team

**Project Sponsor:** Director of Operations

**Project Lead:** Leszita Townsend

**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. 5% revenue increase for Office Green.
2. Deliver 95% of orders on time within one month of launch.