



Office Green

Project Plant Pals
Operations & Training Plan
February 15th

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

Executive Summary:

Project Goal

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

- Develop and implement a plant delivery and logistics plan to achieve a 95% on-time delivery rate within one month of launch.

Deliverables

1. Plant Delivery and Logistics Plan:
 - a. Purchase delivery trucks and hire drivers.
 - b. Calculate and establish delivery fees.
 - c. Implement processes to achieve a 95% on-time delivery rate within one month.
2. Order Processing and Supply Chain Management Software:
 - a. Research, select, and procure order processing and supply chain management software.
 - b. Install and configure the software for optimal functionality.
 - c. Establish maintenance protocols to ensure continuous operation.

3. Employee Training Program:
 - a. Develop a comprehensive communications plan.
 - b. Create training lessons and materials.
 - c. Schedule and conduct training sessions to achieve a 90% employee training rate.

Business Case / Background

Why are we doing this?

- The Plant Pals Operations and Training Plan is a critical component of the overall project aimed at establishing sustainable fulfillment and delivery practices for the successful launch and ongoing operations of the Plant Pals service. The primary goal is to create efficient and high-quality day-to-day operations, ensuring timely deliveries, mitigating revenue losses, and contributing to the larger project goal of a 5% revenue increase for Office Green.

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. On-Time Delivery Rate: Achieve a 95% on-time delivery rate within one month of launch.
2. Order Processing Efficiency: All orders should be packaged and ready for shipment within two business days.
3. Employee Training Rate: Train 90% of employees before the official service launch.