

Project Name: Plant Pals Operations

Today's date: July 5

Summary		Overall Status (RAG)		
<p>We have installed new software to keep track of incoming orders and begun sending out the first test batch of Plant Pals to customers. However, we have run into issues with product quality, customer communication, and the delivery process. Our next milestones include sending the test batch customers newsletters on plant upkeep and sending out the second batch of plants. This report also includes top risks and issues that have arisen and how we intend to take action.</p>				
Completed Tasks and Milestones				
Description	Date	Status	Owner	Comments
		Completed	IT Specialist	
Began sending test batches of Plant Pals orders to customers	June 21	Completed		The number of orders exceeded targets by 15%.
Upcoming Tasks and Milestones				
Description	Date	Status	Owner	Comments
Send the first batch customers e-newsletters on how to take care of their plants.		Upcoming		The newsletter must follow Office Green's brand design guidelines.
	July 19	Upcoming	Fulfillment Director	
Top Risks and Issues				
Issue	Impact	Action		Owner
	Profit loss, complaints, and budget issues			Warehouse Operations Manager
The customer relations team is receiving only 30% of requests and complaints	Customer dissatisfaction	Fix problems with new customer service software		
		Hire and train more delivery drivers		HR Specialist