

ROAM Analysis

	Issues	Actions	ROAM Designation
Issue 1	10% of plants are not being potted properly.	You contacted the warehouse to update the potting process and have had no issues for two weeks.	
Issue 2	Customers are complaining.	Your team reached out to the customers, listened to their issues, and offered to send them a free round of new plants. Most customers were satisfied with this solution.	
Issue 3	There is a software issue preventing your customer relations team receiving all requests and complaints.	You assign your IT Specialist to fix the problem as soon as possible.	
Issue 4	Some customers are canceling their subscriptions.	Your team checks in with the customers and, despite offering them a subscription promotion, they still want to cancel. There is nothing you can do, but the impact is minimal.	
Issue 5	There are not enough delivery drivers.	You assign your HR Specialist to schedule a hiring day to hire and onboard more drivers.	
Issue 6	Plants are being delivered late.	Your team reassessed the delivery routes, making them more efficient and minimizing late deliveries.	
Issue 7	Your budget is tightening.	Your Financial Analyst reassessed project spending and was able to increase the budget. The additional money was enough to offset recent losses.	