



Office Green

Project Plant Pals Operations & Training Plan June 11, 2023

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Executive Summary:

Creating and implementing sustainable practices and deliverables for the Plant Pals' day-to-day operation service.

Project Goal

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

- Office Green wants to raise the customer retention rate by 10% and a customer satisfaction score by over 90% in the next 12 months by creating a new offering called Plant Pals, which will be backed by an Operations and Training plan to improve customer service standards and enhance their efficiency.

Deliverables

1. Produce a logistics plan to deliver plants, making the process as efficient as possible, and with consistent, two-day fulfillment on all orders within the first month of the launch, we should have delivered 95% of orders on time. This will include the following tasks completed before the service launch:
 - Purchasing delivery trucks
 - Hiring drivers
 - Calculating delivery timelines

- Determining delivery routes
- 2. Select, install, and maintain an order processing and supply chain management software, making sure it continues to function properly, with the objective of making revenue streams work efficiently, and ensuring all orders are shipped within two business days from the date of purchase.
- 3. Develop an employee training program to maintain excellent service standards, which will be used to train at least 90% of the employees before the official service launch, with a schedule for the prepared training lessons to be carried out.

Business Case / Background

Why are we doing this?

This project plan helps reach the goal of improving revenue goals by 5% for Office Green, ensuring an excellent customer service experience, as well as a better client satisfaction index and better client retention.

Benefits, Costs, and Budget

Benefits:

- Support the new Plant Pals service leading to a 5% revenue increase, reducing late shipments and related costs, and increasing customer satisfaction.
- Improve the customer service experience for clients, thus improving the retention rate.

Costs:

- Price of software, installation fees, and time spent on hiring and training.
- Other Delivery costs and fees, such as trucks, drivers, and other delivery fees

Budget needed:

- \$75,000

Scope and Exclusion

In-Scope:

- Customer service standards
- Delivery processes
- Training protocols

Out-of-Scope:

- Product development
- Vendor contracts

Project Team

Project Sponsor: Director of Operations

Project Lead: Brenda Cantú

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. Increase revenue by 5% by the end of the year for Office Green.
2. Increase the customer satisfaction index by 5%, from 90% to 95% in three months after launching Plant Pals.
3. 90% of employees will be trained before the launch of the project.
4. Consistent, on-time, two-day fulfillment on 95% of all orders within the first month of the launch.