Project Plant Pals
Operations & Training Plan
March 28th, 2024

Office Green

Document Status: **<u>Draft</u>** | In Review | Approved

Executive Summary: *Our plan is to streamline operational processes and provide training to existing employees on customer service of the Plant Pals."*

Project Goal

***SMART:** **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound*
- 100% people training completion before the launch of new service by Q3 end

Deliverables

1. Prepare training material (handouts) that can be referred before and after the training.
2. "Feedback" web page development for better Customer handling link to every customer buying our new services.
3. Operational SOP to be circulated within the organization before launch.

Business Case / Background

Why are we doing this?
- *Project plant Pal is a top requested service from our customers, and it will greatly improve Customer as well as Employee satisfaction and retention leading to increased brand awareness.*

Benefits, Costs, and Budget

Benefits:
- Support new service leading to 5% revenue increase, reduce late shipments and related costs, increase customer satisfaction
- *Additional benefits*: Increased customer and employee satisfaction
- Increase in Goodwill of the Office Green

Costs:
- Price of software, installation fees, time spent on hiring and training
- *Training material costs : Handout printing costs, along with transportations*
- *People hiring expenses like PM, Developer,Team members, experts,etc*

Budget needed:
- $65,000

Scope and Exclusion

In-Scope:
- Customer service standards, delivery processes, training protocols
- *Other in-scope items (optional)*: N/A

Out-of-Scope:
- Product development, vendor contracts
- *Other out-of-scope items (optional)*: N/A

Project Team

Project Sponsor: Director of Operations

Project Lead: Project Manager

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. 25% increase in reviews section on the webpage availing the services.
2. 5% increase in revenue by the end of the year.