Office Green

Project Plant Pals
Operations & Training Plan

February 15th

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

Executive Summary:

Project Goal
SMART: **S**pecific, **M**easurable, **A**ttainable, **R**elevant, and **T**ime-bound • Specific: Creating an operations and training plan to improve daily operations and delivery for Office Green • Measurable: 5% revenue increase • Attainable: Goal is realistic and achievable within the timeframe of 6 months • Relevant: Goal aligns with Office Green's objective of improving daily operations and delivery. • Time-bound: Timeline of 6 months for plan implementation Create the operations and training plan within Plan Pa's service through over 95% of Plan Pal's orders being successfully delivered on time within one (1) month of the training program's launch creating a 5% revenue increase.

Deliverables

1. Develop and launch Employee training and Operations program
2. Implement logistics and plant delivery plan
3. Finalize setup and integration of operational tools

Business Case / Background

Why are we doing this?
- Office Green is creating a sustainable delivery practices for day-to-day services operations with the goal of increasing revenue by 5%.

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. Timely delivery of 95% of orders within one (1) month of programs launch
2. Revenue increase by 5%
3. 5% increase in employee satisfaction in workplace operations (from 75% to 80%) by the end of the year.
4. 8% increase in customer satisfaction (from 85% to 93%) three months after launch.
5. 3% increase in new customers identified as referrals six months after product launch.