

To:	opdirector@officegreen.com ; hrrspecialist@officegreen.com ; svrp@officegreen.com
Subject:	[Action Acquired] Decision needed on delivery management to increase capacity and customer satisfaction for Plant Pals Project
<p>Hi Project Pals Senior Stakeholders,</p> <p>I hope that you all are doing well. As you may know, I have been managing the Plant Pals product line, which is scheduled to launch at the end of this year.</p> <p>I would like to bring an issue to your attention. We are currently sending out test shipments to customers prior to launch and have encountered some problems along the way. It is evident that we do not have enough drivers to deliver all of the orders on time. So far, the drivers have delivered only 80% of the plants successfully.</p> <p>The delay in deliveries has caused customer satisfaction scores to have a low average and some customers have already canceled their subscriptions. We need to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late. If delivery continues to be an issue, Plant Pals will run behind schedule, risking product quality, and hurting revenue.</p> <p>Two options to improve delivery rates are implementing professional delivery routes and utilizing automated notification options. I have found three professional delivery route planning and optimization software that can be integrated into our current system. They can help increase your business efficiency and improve customer-business communication. For automated notification, I have reviewed the current software capabilities. We can maintain communication, route planning, and collaboration during all aspects of the delivery process, so that customers stay satisfied by enjoying on time deliveries. Providing real-time notifications that can alert the customers and help them to take specific action to avoid delivery failure situations.</p> <p>Thank you in advance for your consideration and insight, Tori</p> <p>Tori Jones Project Manager, Plant Pals pm@officegreen.com (XXX) XXX-XXXX</p>	