

# ESCALATION EMAIL: Case Study

## Scenario

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Office Green is testing the Plant Pals project before official launch, and you are the project manager responsible for the project's success. The team has already installed software to manage incoming orders and begun sending out test shipments to customers.

However, your team has encountered some problems along the way. One major issue is that you don't have enough drivers to deliver all of the orders on time. So far, the drivers have delivered only 80% of the plants successfully. Customer satisfaction has suffered, and some customers have already canceled their subscriptions. Your team needs to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late. A delay could create even more issues—setting back the project timeline, risking product quality, and hurting revenue.

You have several ideas to improve future delivery rates, but you need to discuss them with senior stakeholders. In order to explain the problem and your recommendations, you write an escalation email to the Director of Operations, the HR Specialist, the Senior Vice President of Human Resources, and the Director of Product.

<b>To:</b>	<a href="mailto:opsdirector@officegreen.com">opsdirector@officegreen.com</a> ; <a href="mailto:productdirector@officegreen.com">productdirector@officegreen.com</a> ; <a href="mailto:hrrspecialist@officegreen.com">hrrspecialist@officegreen.com</a> ; <a href="mailto:svpshr@officegreen.com">svpshr@officegreen.com</a>
<b>Subject:</b>	<b><i>Decision needed to improve future delivery rates on Plant Pals Project</i></b>
<p>Dear colleagues,</p> <p>I hope you are doing well. As you may know, I have been managing our Plant Pals project, and our team has already installed software to manage incoming orders and begun sending out test shipments to customers.</p> <p>I would like to bring some problems to your attention. One major issue is that we don't 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>This puts our customer satisfaction at risk. Some customers have already canceled their subscriptions. A delay could create even more issues - setting back the project timeline, risking product quality, and hurting revenue.</p> <p>Our team needs to raise the on-time delivery rate to at least 90% to avoid sending the next batch out late. I have sourced two backup suppliers that have best reviews and a track record of on-time deliveries. I propose to meet with them both right away so we can onboard one of them quickly. That way, we can avoid major delays. Are you available for a meeting tomorrow to discuss options and come to an agreement on next steps? Please let me know about the time slots that work best for you.</p> <p>Thank you in advance for your perusal and insight.</p> <p>Kind regards Kateryna Dashevskya</p>	