

BUILD AND EXPLAIN A PROJECT STATUS REPORT: Case Study

Scenario

Office Green is testing the Plant Pals project before its launch and you are the project manager responsible for the trial's smooth operation. Your goal is keeping track of completed and upcoming tasks and milestones, as well as finding solutions for any issues that arise.

Completed Plant Pals tasks and milestones include:

- The IT Specialist purchased a new software to keep track of incoming orders and installed it on June 15. The installation took three days longer than expected.
- The Fulfillment Director began sending test batches of Plant Pals orders to customers on June 21. The number of orders exceeded targets by 15%.

Upcoming Plant Pals tasks and milestones include:

- Send existing customers an e-newsletter with a tutorial on caring for their plants by July 7. The newsletter must follow Office Green's brand design guidelines.
- Hit at least 95% of delivery dates on time by July 19. The error rate should be under 5%.

Your team is conducting an ongoing customer satisfaction survey for the test batches. The survey results for the first two weeks of shipments reveal three major issues:

- The warehouse team reports that 10% of the plants were not properly potted. This leads to customer complaints, profit loss, and budget issues you did not anticipate. Your Warehouse Operations Manager is responsible for taking action on this issue.
- Due to an issue with the new software, the customer service team is receiving only 30% of requests and complaints. This leads to customer dissatisfaction. The team's IT Specialist is responsible for taking action on this issue.
- There are not enough delivery drivers to deliver all the Plant Pals orders on time. The current delivery completion rate is 80%, leading some customers to cancel their subscriptions. The Human Resources Specialist is responsible for taking action on this issue.

The team must address these issues in order to hit their upcoming project milestones. Your project status report will help them do that.

Project Name: Plant Pals Operations

Today's date: July 5

Summary			Overall Status (RAG)	
<p>We have installed new software to keep track of incoming orders and begun sending out the first test batch of Plant Pals to customers. However, we have run into issues with product quality, customer communication, and the delivery process. Our next milestones include sending the test batch customers newsletters on plant upkeep and sending out the second batch of plants. This report also includes top risks and issues that have arisen and how we intend to take action.</p>			<h2>Amber</h2>	
Completed Milestones and Tasks				
Description	Date	Status	Owner	Comments
Purchased and installed new software to keep track of incoming orders	June 15	Completed	IT Specialist	The installation took three days longer than expected.
Began sending test batches of Plant Pals orders to customers	June 21	Completed	Fulfillment Director	The number of orders exceeded targets by 15%.
Upcoming Milestones and Tasks				
Description	Date	Status	Owner	Comments
Send the first batch customers e-newsletters with a tutorial on caring for their plants.	July 7	Upcoming	Customer Service Manager	The newsletter must follow Office Green's brand design guidelines.
Hit at least 95% of delivery dates on time.	July 19	Upcoming	Fulfillment Director	The error rate should be under 5%
Top Risks and Issues				
Issue	Impact	Action	Owner	
The warehouse team reports that 10% of the plants were not properly potted	Profit loss, complaints, and budget issues	Evaluate and adjusting plant potting process	Warehouse Operations Manager	
The customer relations team is receiving only 30% of requests and complaints	Customer dissatisfaction	Fix problems with new customer service software	IT Specialist	
The current delivery completion rate is only 80%	Cancelled subscriptions	Hire and train more delivery drivers	HR Specialist	