



**ECO**  
AUSSIE OFFICE DESKS

OPERATIONAL PLAN	
Completed by	[Student's name]
Date Completed	[Date of completion, e.g. 27/06/22]
Workplace/ Business	Eco Aussie Office Desks
Industry	Retail and wholesale trade

BUSINESS GOALS AND OBJECTIVES – Student can include any two (2) of the goals and objectives outlined in the scenario provided. For each goal and objective, students must identify suitable actions and identify the person responsible for it. Sample answers are provided below:	
Business Goals (15-25 words each)	1. To be the number one provider of ready to assemble, Australian, handmade and sustainable office desks in Australia
	2. To increase customer satisfaction by offering a 'Click and Collect' service, reduce delivery time and seek customer feedback to continually improve the customers' experience

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<b>Business Objectives</b> (5-20 words each)	<ol style="list-style-type: none"> <li>To ensure customers using 'Click and Collect' service can pick-up their order within 48 hours from date of purchase</li> <li>To ensure all products meet quality specifications</li> </ol>	
<b>Actions to Fulfil Business Goals and Objectives</b> (15-25 words each)	<ol style="list-style-type: none"> <li>Have quality control systems in place to ensure manufacturer provides good quality products that meet quality specifications</li> </ol>	<b>Responsible person:</b> Business owner
	<ol style="list-style-type: none"> <li>Provide sufficient training for all employees regarding their duties and policies and procedures in place</li> </ol>	<b>Responsible person:</b> Warehouse managers
	<ol style="list-style-type: none"> <li>Organise reliable courier service from manufacturer to customers and to warehouse for quick delivery and efficient 'Click and Collect' service</li> </ol>	<b>Responsible person:</b> Business owner/Warehouse managers
	<ol style="list-style-type: none"> <li>Regularly collect customers' feedback to feed in quality improvement</li> </ol>	<b>Responsible person:</b> Business owner/ Warehouse managers

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**RISK ASSESSMENT PLAN** – Student can include any two [2] of the WHS and environmental issues outlined in the scenario provided. Examples answers provided below:

<b>Work Health and Safety Issues/Risks</b> [10-15 words each]	1. Warehouse racks causing injury if not installed and maintained
	2. Forklift injuries caused by not having well trained warehouse staff
<b>Environmental Issues</b> [10-15 words each]	1. Air contamination caused by lack of warehouse ventilation
	2. Weather causing warehouse to be too cold or too hot and unsafe to work

**Risk Rating Matrix**

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
	1	2	3	4	5

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A (Almost certain)	High	High	Very High	Very High	Very High
B (Likely)	Moderate	High	High	Very High	Very High
C (Possible)	Low	Moderate	High	Very High	Very High
D (Unlikely)	Low	Low	Moderate	High	Very High
E (Rare)	Low	Low	Moderate	High	High

LIKELIHOOD

1. A (Almost certain)	Is expected to occur in most circumstances
2. B (Likely)	Will probably occur in most circumstances
3. C (Possible)	Could occur at some time
4. D (Unlikely)	Not likely to occur in normal circumstances
5. E (Rare)	May occur only in exceptional circumstances

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CONSEQUENCE	
1. Insignificant	Minor injuries, external reputation not affected, no environmental damage, threat of litigation, etc.
2. Minor	Minor casualties that require medical attention off-site, no long-term effects, external reputation minimally affected, minor environmental damage, single minor litigation, etc.
3. Moderate	Several casualties that require hospitalisation with no long-term effects, some environmental damage, single moderate litigation, etc.
4. Major	Serious casualties, external reputation severely damaged, would cause extensive environmental damage, single major litigation, etc.
5. Severe	Legal consequences, multiple litigations, termination of the contract, loss of life, permanent disability, external reputation irrevocably damaged, catastrophic environmental damage, etc.

WHS and Environmental Risk Factors (5-15 words)	Risk Rating (1 word)	Strategies to Minimise Risk Factors (5-15 words)	Responsible Person (2-4 words)
1. Injury caused by warehouse racks	HIGH	Ensure warehouse racks are made and installed to size, shape and weight of the products being stored	Warehouse manager

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2. Injury caused by forklift	HIGH	Ensure all warehouse staff hold a high-risk forklift license	Warehouse manager/ Forklift operator
3. Air contamination cause by lack of ventilation	MODERATE	Ensure warehouse has windows for cross ventilation	Warehouse manager
4. Weather causing warehouse temperature to be too hot or too cold	MODERATE	Ensure warehouse has fans and heating for seasonal usage	Warehouse manager

*Add more rows as necessary.*

KEY PERFORMANCE INDICATORS - <b>Student responses need to relate to the business strategies provided below</b>	
Business Strategies	1. Delivering high quality products and exceptional customer service
	2. Supporting and empowering our staff to love their jobs

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Operational Key Performance Indicator (KPIs) (5-20 words)	Business Strategy aligned to to (the number allocated to business strategies)	Performance Target (2-5 words)	Target Date (2 words)	Technology used to optimise business performance (5-25 words)
All online delivery orders must be received by customers within 5 days from date of purchase	1	On-time delivery rate 90%	September 2022	Excel - to manage inventory to ensure there are not delays caused by insufficient stock levels
All products meet industry quality standards	1	Product Quality standard rate 100%	August 2022	Excel - to track quality assurance process and outcomes as part of the inventory management system
Increase employee engagement and motivation	2	Employee engagement rating 70%	August 2022	Telephone - make direct contact with employees to review their performance and support their physical and mental wellbeing. Receive feedback and rating verbally.

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### Human Resources Requirements

1. Two [2] full-time Warehouse Managers; one located in Richmond [NSW] and the other in Robina [QLD]. The warehouse manager in Robina [Qld] is required to work 7.5 hours a day Monday-Friday, and 2.5 hours on Saturdays, while the warehouse manager in Richmond [NSW] works 7.5 hours a day, Monday-Friday.

Role required to perform the following duties but not limited to:

- Maintain a clean, organized and safe work environment for personnel to work in while ensuring all safety and environmental regulations are followed. Support programs for safety, fire prevention, disaster recovery and so forth. Ensures the development of specific plans for inclusion in these programs.
- Opening and closing of the warehouse
- Electric forklift operation and charging
- Loading and unloading trucks
- Receiving finished goods
- Printing labels for consignments
- Inventory management
- Providing exceptional customer service to '*Click and Collect*' customers

2. One [1] part-time Administrative Officer: work from home, available on Mondays, Wednesdays and Fridays, 7 hours a day.

Role required to perform the following duties but not limited to:

- Provide administrative support to all staff, preparing correspondence and arranging meetings

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- Maintain purchase order register and client records
- Supplier management ensuring all documentation, reviews and access are approved
- Processing of purchase orders and invoices

VERSION CONTROL		
Date	Outline of Modifications	Version
[add a date] Student must add a date here	Operational Plan drafted and submitted for approval	1.0

*Add more rows as necessary.*

*END OF OPERATIONAL PLAN*

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