

Blank Operations Plan Template

Customer Service

1. Objectives

Summarize the main objectives of customer service operations:

2. Team Structure & Responsibilities

Describe teams, roles, and responsibilities:

3. Processes & Procedures

List and describe customer service processes (ticket handling, escalation, feedback, etc.):

4. Tools & Resources

List customer service tools, software, resources:

5. Key Performance Indicators (KPIs)

KPI	Description	Target

6. Training & Development

Plan for onboarding and ongoing training:

7. Continuous Improvement

Describe feedback, review, and improvement methods:

8. Challenges & Mitigation

Identify potential challenges and mitigation strategies:

9. Communication Plan

Explain internal and external communication methods:

10. Review & Updates

Describe plan for regular review and updates of operations plan: