|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Risk** | **Likelihood** | **Impact** | **Risk Category** | **RMMM** |
| Product database failure | Medium | High | Technical | **Response:** Establish a disaster recovery plan. **Mitigation:** Implement a data backup and recovery plan. Use a cloud-based database to improve reliability.  **Monitoring:** Monitor the database logs for any errors or warnings. Conduct regular database  backups. |
| Customer order loss | Medium | High | Operational | **Response:** Implement a robust order processing system. Use a messaging queue to ensure that orders are not lost.  **Mitigation:** Implement a robust order management system. Use a messaging queue to ensure that orders are processed and delivered accurately and on time.  **Monitoring:** Monitor the order processing system for any errors or delays. Follow up with customers to ensure that they have received their orders. |
| Inventory tracking errors | Medium | High | Operational | **Response:** Implement a real-time inventory tracking system. Conduct regular inventory audits. **Mitigation:** Implement a real-time inventory tracking system. Conduct regular inventory audits and reconcile any discrepancies.  **Monitoring:** Monitor the inventory tracking system for any errors or inconsistencies. Conduct regular physical inventory audits to verify the accuracy of  the system. |
| Payment processing failure | Medium | High | Financial | **Response:** Use a reputable payment processor. Implement fraud detection measures.  **Mitigation:** Use a reputable payment processor. Implement fraud detection measures and monitor for any suspicious transactions.  **Monitoring:** Monitor the payment processing system for any errors or delays. Investigate any suspicious transactions. |
| Customer dissatisfact ion | Medium | Medium | Business | **Response:** Provide excellent customer service. Collect feedback from customers and use it to improve the system.  **Mitigation:** Provide excellent customer service and collect feedback from customers to identify any areas where the system can be improved.  **Monitoring:** Monitor customer satisfaction levels and respond to customer complaints promptly and resolve them to the customer's satisfaction. |