



Operations & Training Risk Management Plan

Author: Angélica Saraiva
Status: Draft

Created: Mar 1
Updated: Mar 31

Objective

The objective of this document is to identify all risks involved at Plant Pals launch.

Executive Summary

The project includes providing low maintenance plants to the Office green customers, delivering plants, launching software and training employees. The two maining risks are: 1) going over the project budget and 2) falling behind the training schedule.

RISK TYPE ONE: Going over the project budget

Scenario	Risk to project (L/M/H)	Mitigation Plan
Each delivery truck costs \$16,000 more than initially quoted	H	Avoid. The solution is to change the vendor.
A product vendor charges a higher rate than expected	M	Reduce or control. The solution is to monitor rates in other vendors and negotiate.
A product vendor loses a product shipment	L	Transfer. The solution is to transfer the responsibility for the damages to the vendor.

RISK TYPE TWO: Falling behind the training schedule

Scenario	Risk to project (L/M/H)	Mitigation Plan
Your Training Manager gets sick and misses a week of training	L	Accept. The solution is to accept this risk because the Training Manager is an employee from Office Green and preview an extra time to cover this risk.
You cannot hire enough employees in time to train them before launch	M	Minimize. The solution is to launch the project with the employees trained and mixed with the others like “trainees” and the most experienced will aid the trainees while they continue the training.
More than 50% of employees quit after a difficult training process, leaving the company short-staffed	L	Accept. The solution is to training an extra reserve pool that will receive free training and certification for the skills to improve curriculum without an employment guarantee that would be called if necessary.

Appendix:

Probability chart:

Probability		
	Qualitative	Quantitative (if measurable)
Low	Very low chance of risk occurring.	Less than <10% chance of risk occurring.
Medium	Medium chance of risk occurring.	10%-49% chance of risk occurring.
High	High chance of risk occurring.	50%-100% chance of risk occurring.

Impact chart:

Types of Impact	Low	Medium	High
Financial	Low financial impact, costing the company \$0-\$14,000	Medium financial impact, costing the company \$15,000-\$29,000	High financial impact, costing the company \$30,000 or more
Operational	Low impact to project operations, causing delays of a few days to a few weeks	Medium impact to project operations, with potential to delay project by a month or more	High impact to project operations, with potential to cause project failure
People	Low impact to employee attrition, with 5%+ of employees quitting	Medium impact to employee attrition, with 25%+ of employees quitting	High impact to employee attrition, with 50%+ employees quitting

Probability and Impact Matrix:

Inherent Risk				
		Impact		
		Low	Medium	High
Probability	High	Medium	High	High
	Medium	Low	Medium	High
	Low	Low	Low	Medium