



## Operations & Training Risk Management Plan

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### Objective

The objective of this document is to minimize potential risks and avoid it to become an issue. Here are the potential risks the team and I spotted and came up with mitigation plans.

### Executive Summary

The project outcome is to improve deliveries and supply deficiencies, overcoming clients expectations and making our brand relatable to them and future customers. To the present moment, it lacks stability of deliveries and satisfaction from the clients perspective. We believe it's possible to change that perspective by adding more trucks to the logistics and selecting more qualified supplier (s). A new system will integrate the company as a whole, so all employees will need training.

#### RISK TYPE ONE: Going over the project budget

Scenario	Risk to project (L/M/H)	Mitigation Plan
<b>Each delivery truck costs \$16,000 more than initially quoted</b>	<b>High</b>	Buy trucks from two competition suppliers, so we can guarantee original pricing or have a negotiation advantage.
<b>A product vendor charges a higher rate than expected</b>	<b>Medium</b>	Come up with a contract with truck supplier to maintain original prices.

<b>A product vendor loses a product shipment</b>	<b>Low</b>	Have part of the product's supplier locally, so in case of losses, a quick outcome can be possible.
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#### RISK TYPE TWO: Falling behind the training schedule

Scenario	Risk to project (L/M/H)	Mitigation Plan
<b>Training Manager gets sick and misses a week of training</b>	<b>Low</b>	Have two other co-workers trained so they can also specialize on the program
<b>Cannot hire enough employees in time to train them before launch</b>	<b>Medium</b>	Have a presentation built in order to train employees themselves, so TM only needs to clarify doubts, not to train all the way.
<b>More than 50% of employees quit after a difficult training process, leaving the company short-staffed</b>	<b>Low</b>	Make training as smooth and complete as possible, so all employees are able to absorb new informations and not to feel overwhelmed and decide to quit.

## Appendix:

#### Probability chart:

Probability		
	Qualitative	Quantitative (if measurable)
<b>Low</b>	Very low chance of risk occurring.	Less than <10% chance of risk occurring.
<b>Medium</b>	Medium chance of risk occurring.	10%-49% chance of risk occurring.

<b>High</b>	High chance of risk occurring.	50%-100% chance of risk occurring.
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**Impact chart:**

<b>Types of Impact</b>	<b>Low</b>	<b>Medium</b>	<b>High</b>
<b>Financial</b>	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
<b>Operational</b>	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
<b>People</b>	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:**

<b>Inherent Risk</b>				
		<b>Impact</b>		
		<b>Low</b>	<b>Medium</b>	<b>High</b>
<b>Probability</b>	<b>High</b>	Medium	High	High
	<b>Medium</b>	Low	Medium	High
	<b>Low</b>	Low	Low	Medium