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| Operations & Training Risk Management Plan | |  |
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# Objective

The objective of this document is to outline risks to Project Plant Pals and the plans to mitigate those risks.

Executive Summary

In normal circumstances, we would expect to launch the Plant Pals service by the end of the year. This includes the launch of the new website, and delivery of plants to customers. See below for risks to this project, and the mitigation plan to address them:

**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.** | **HIGH-High, Medium** | Avoid - Use another delivery truck ordering company |
| **A product vendor charges a higher rate than expected.** | **HIGH - Medium, High** | Transfer cost of materials increased liability to taxes as business expense for the current year and move to new vendor for next year |
| **A product vendor loses a product shipment.** | **MEDIUM - Low, High** | Control - Keep 1 month of rolling inventory |

**RISK TYPE TWO: Falling behind the training schedule**

| **Scenario** | **Risk to project (L/M/H)** | **Mitigation Plan** |
| --- | --- | --- |
| **The Training Manager gets sick and misses a week of training.** | **Medium - Low, High** | Accept |
| **You cannot hire enough employees in time to train them before launch.** | **MEDIUM - Medium, Medium** | After launch, provide training seminars on a weekly basis until 90% of employees are trained. |
| **More than 50% of employees quit after a difficult training process, leaving the company short-staffed.** | **MEDIUM - Low, High** | Control - Leave 3 question surveys for the end of training days to keep tabs on employee satisfaction. |

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 |