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| Operations & Training Risk Management Plan | |  |
| **Author:** Project Manager  **Status:** Draft | **Created:** Jan 27  **Updated:** Jan 27 |  |

# Objective

The objective of this document is to determine the inherent risk rating by the probability and impact matrix.

Executive Summary

Our plan is to create an Operations and Training plan for the PlantPals service that will create sustainable fulfillment and delivery practices for the service’s day-to-day operations. Budget potential risks include higher than quoted delivery costs, higher supplier charges, and loss of shipment. Scheduling risks are manager being absent during the training, hiring constraints, and employee attrition.

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

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| --- | --- | --- |
| **Scenario** | **Risk to project (L/M/H)** | **Mitigation Plan** |
| **Each delivery truck costs $16,000 more than initially quoted.** | **High** | Avoid. Switch to a different truck delivery service/supplier. |
| **A product vendor charges a higher rate than expected.** | **Medium** | Reduce or control. Have the supplier’s price numbers in writing and in agreement. |
| **A product vendor loses a product shipment.** | **Low** | Accept. The costs and time of bidding to another product vendor is much higher. |

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

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| --- | --- | --- |
| **Scenario** | **Risk to project (L/M/H)** | **Mitigation Plan** |
| **Training Manager gets sick and misses a week of training.** | **Low** | Accept. Make sure to have a back up of all training processes and documentations for the Training Manager to quickly catch up. |
| **Cannot hire enough employees in time to train them before launch.** | **Medium** | Reduce or control. Set aside budgetary resources for onboarding new employees at a much rapid rate. |
| **More than 50% of employees quit after a difficult training process.** | **Medium** | Reduce or control. Overhaul the training management plan that is conducive to the employees. |

Appendix:

**Probability chart:**

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| --- | --- | --- |
| **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. |
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**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 |