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

The objective of this document is to outline risks to the operation & training plan and plans to mitigate those risks.

Executive Summary

This project’s goal is to develop & implement an operation & training plan for Office Green’s team to use for the ongoing maintenance of the plant pals service. This project will begin before the plant pals launch and extend beyond it – it will take six months to fully implement all protocols. Moreover, the three major milestones include: establishing and plant delivery and logistics plan, selecting/installing supply chain software and equipment, and developing/launching an employee training program. Further, the two main risk types addressed in this document are going over the project budget and falling behind the training schedule.

**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** | **Hight** | Avoid the risk by purchasing cheaper deliver trucks from a different supplier. |
| **A product vendor charges a higher rate than expected** | **Medium** | Reduce/control the risk by monitoring the rate the product vendor charges and negotiating with the vendor to reduce this to an affordable rate. |
| **A product vendor loses a product shipment** | **Low** | Transfer the risk to the product vendor by writing a risk transference clause into their contract whereby the vendor will face penalties for lost product shipments. |

**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 since the inherent risk is low – however, monitor the risk carefully for any changes to its likelihood or impact. |
| **Cannot hire enough employees in time to train them before launch** | **Medium** | Reduce/control the risk by proactively working with the HR specialist and HR manager to ensure adequate employee numbers are being hired and trained before the launch. |
| **More than 50% of employees quit after a difficult training process, leaving the company short-staffed** | **Medium** | Reduce/control the risk by proactively working with the HR specialist and training manager to ensure high employee satisfaction and that the training process is not too laborious. |

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 |