| **Risk Management Plan** | |  |
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# **Objective**

The objective of this document is to identify, assess, and manage potential risks that could impact the successful completion of the project aimed at enhancing operational efficiency and client satisfaction for the luxury tourism company "Nefer Tour".

**Executive Summary**

This project spans from Dec 1, 2024, to Feb 20, 2025, with key deliverables including the launch of a training program for customer service, a marketing campaign, a website upgrade, and the establishment of partnership contracts with luxury brands. Potential risks identified include going over the project budget, falling behind the training schedule.

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

| **Scenario** | **Risk to project (L/M/H)** | **Mitigation Plan** |
| --- | --- | --- |
| Unexpected Costs in Operations. | **Low** | **Accept** the risk by negotiating fixed rates with suppliers and vendors and maintaining a contingency fund for unexpected expenses. |
| Increased Marketing Campaign Expenses. | **Medium** | **Control** the risk by setting a strict budget for the campaign and regularly monitoring expenses to ensure they stay within limits. |
| Unforeseen Costs in Partnership Contracts. | **High** | **Avoid** the risk by reviewing all contract terms and negotiating favorable conditions with all brands. |

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

| **Scenario** | **Risk to project (L/M/H)** | **Mitigation Plan** |
| --- | --- | --- |
| Trainer Availability Issues. | **Low** | **Accept** the risk and monitor. Have backup trainers available and add a buffer to the training schedule to accommodate potential delays. |
| High Employee Turnover During Training. | **Medium** | **Control** the risk by improving the training program to make it more engaging and offering incentives for completion. |
| Delays in Hiring New Staff. | **Medium** | **Control** the risk by working closely with the hiring team, holding hiring events, and offering competitive packages to attract candidates. |