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| **Operations & Training Risk Management Plan** | |  |
| **Author: AB Project Manager**  **Status: Final** | **Created: January 10th**  **Updated: January 12th** |  |

# **Objective**

### **Our plan is to create and implement an Operations and Training plan to meet the demands of the Plant Pals new service.**

**Executive Summary**

**[Detail the length of the project, project milestones, and introduce potential risks here.]**

**This project is about launching the Plant Pal operations. This project will ensure the continuous support to Plant Pal new launch. There are two important milestones in the program. One is to create a Plant Pal support repository after launch and second is to hire and train employees for the post go live support.**

**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.** | **H** | **Reduce /Control. Fix the price and add a plan two separate vendor for each truck.** |
| **A product vendor charges a higher rate than expected** | **M** | **Reduce /Control. Fix the price and add a plan to add multiple vendors for product supply.** |
| **A product vendor loses a product shipment.** | **L** | **Transfer. Product vendor must insure their assignments. Make it mandatory criteria for vendors to have shipment insurance in place during their tenure of service.** |

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

|  |  |  |
| --- | --- | --- |
| **Scenario** | **Risk to project (L/M/H)** | **Mitigation Plan** |
| **Your Training Manager gets sick and misses a week of training** | **L** | **Accept. Have a buffer time added during finalizing the training period.** |
| **You cannot hire enough employees in time to train them before launch.** | **M** | **Transfer. Hire a trained employee batch for a limited period of time from a service vendor.** |
| **More than 50% of employees quit after a difficult training process, leaving the company short-staffed** | **L** | **Transfer. Hire a trained employee batch for a limited period of time from a service vendor.** |

**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.** |
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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** |