****

| Operations & Training Risk Management Plan | |  |
| --- | --- | --- |
| **Author:** Rajeswari  **Status:** Draft | **Created:** Mar 1  **Updated:** Mar 31 |  |

# Objective

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

Executive Summary

Ideally, we would expect to launch the Plant Pals service by the end of the year, this includes launch of a new website and delivery of plants to customers.

Below is the list of potential risks identified, and the mitigation plan to address them:

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

| **Scenario** | **Risk to project (L/M/H)** | **Mitigation Plan** |
| --- | --- | --- |
| Cost of delivery truck exceeding to what was quoted initially | **High** | I would choose to “reduce or control” the risk by checking for an alternate delivery truck supplier in the market who is cheaper.  If I were to “accept” the risk then I will allocate funds from the contingency reserve or make use of the buffer reserve that was set aside or get approval from project sponsor and stakeholder to revise the project budget. |
| Product vendor charges a higher rate than expected | **Medium** | I would choose to “avoid” the risk by switching the product vendor. |
| Product vendor loses a product shipment | **Low** | I would choose to “transfer” the risk by outsourcing to an external agency |

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

| **Scenario** | **Risk to project (L/M/H)** | **Mitigation Plan** |
| --- | --- | --- |
| Training Manager gets sick and misses a week of training | **Low** | I choose to “accept” the risk and make sure to check in with the Training Manager from time to time on the progress of training |
| Failing to hire enough employees in time to train them before launch | **Medium** | I would choose to “transfer” the risk by outsourcing the hiring task to an external hiring agency |
| Company becoming short-staffed due to multiple quits from the team | **Medium** | I would choose to “reduce or control” the risk by checking in with the employees from time to time on the progress and complexity of training. I will schedule one to one sessions with employees to see if they are motivated and their needs and goals are being met and being taken care of |

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 |