



Operations & Training Risk Management Plan

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Objective

The objective of this document is to outline mitigation plans for Project Plant Pals' operations launch, focusing on budget and schedule risks.

Executive Summary

Project Pals is launching a new service to customers. The goals of the project are to create and implement a plant delivery and logistics plan; roll out a new service that provides office plants to top clients; set up a new processing and supply chain management software; and create a communications plan and conduct employee training sessions. Potential risks for this project include budget and schedule risks that can hinder or completely side track the new service being created.

RISK TYPE ONE: Going over the project budget

- Avoid
- Accept
- Reduce or control
- Transfer

Scenario	Risk to project (L/M/H)	Mitigation Plan
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Each delivery truck costs \$16,000 more than initially quoted.	High (50% chance)	Reduce or Control: Having met with the team and stakeholders, the budget will include as much buffer as possible for the possible increase. The team will look into increasing the capacity of fewer drivers, requiring less trucks to be purchased.
A product vendor charges a higher rate than expected.	Medium (20%-25% chance)	Transfer: Have the proper documentation that has a set price and/or clearly states the maximum price increase. Depending on when the tasks/deliverables must be completed by the vendor, the team will have other options on stand by. Will review our organization's capacity to see if we could decrease the price by completing tasks ourselves (ie. storage of product).
A product vendor loses a product shipment.	Low (~5% chance)	Avoid: Weekly check-ins via email/video and bi-weekly visits to the facility will be completed to make sure that product is continuously checked and rechecked. A product tracking software will be used to track shipments accurately with designated "check points" selected to ensure minimal product loss.

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.	Low (~5% chance)	Reduce or control: The training lesson plan will be ready in case the training manager is out of office. It will list what training can be completed by another team member and what activities must be completed once the Training Manager comes back. We may record short videos to be used as a resource as a last resource or supplemental material.
You cannot hire enough employees in time to train them before launch.	Medium (20%-25% chance)	Reduce or control: The PM will work with the team to list the required roles that need hiring and what tasks can be consolidated to maximize productivity even with fewer employees. The budget for labor will include a buffer so that employees can be paid for a weekend of

		overtime if need be. Some tasks can be automated through using software.
More than 50% of employees quit after a difficult training process, leaving the company short-staffed.	Medium (~5% chance)	<p>Avoid: The training will be limited to 3 hours to not overload employees current roles. Employees will be paid for training on weekends or on a half schedule (one shift working and the other trained). Only directly affected roles will be trained and non-direct roles will have access to supplemental learning materials.</p> <p>Like the above scenario, the budget for labor will include a buffer so that employees can be paid for a weekend of overtime if need be. Some tasks can be automated through using software.</p>

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	Low	Medium	High
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Impact			
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