



Plant Pals Fulfillment & Delivery Risk Management Plan

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Objective

The objective of this document is to identify and analyze potential risks for the Plant Pals new fulfillment and delivery operations launch, in order to create mitigation plans for each one of them.

Executive Summary

The project goal is expected to be fully reached by the end of the year.

The main goal of the project involves delivering 95% of the orders on time by training employees and making the fulfillment and delivery processes as efficient as possible, which would in turn increase revenue and customer satisfaction, reduce costs related to inefficiencies and delayed shipments, and increase engagement among support teams.

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	Avoid, by choosing to buy delivery trucks from a different company.
A product vendor charges a higher rate than expected	M	Avoid, by choosing to hire a different product vendor. If not convenient or possible, try to control the risk by negotiating a lower rate.
A product vendor loses a product shipment	L	Transfer the risk to the product vendor. The vendor could be charged if a product shipment is lost.

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	L	Accept, since both the probability of this happening and the impact to the project would be low.
Unable to hire enough employees in time to train them before launch	M	Control this risk by investigating other options to ensure the necessary headcount to launch the project, such as hiring contractors or temp workers from an agency.
More than 50% of employees quit after a difficult training process, leaving the company short-staffed	M	Reduce this risk by making the training process dynamic and fun for the employees. Check in with the employees to get their feedback on the training process, and adjust the training process accordingly.

Appendix

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