



# Operations & Training Risk Management Plan

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## Objective

The objective of this document is to help identify and prepare for possible risks for the Plant Pals operations launch.

## Executive Summary

The goal of the project is to create a new operations and training plan for the Office Green. The project will take 6 months. Office Green will setup and install new operations software on all of their devices. Office Green will also train their employees for the new service. The 2 primary risks that may occur is the project going over the budget and the project falling behind on schedule.

### 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 the risk by using low cost alternatives such as purchasing used trucks or renting them
A product vendor charges a higher rate than expected	L	Control the risk. Compare charges with other vendors.
A product vendor loses a product shipment	M	Accept the risk. Monitor the shipment closely

## RISK TYPE TWO: Falling behind the training schedule

Scenario	Risk to project (L/M/H)	Mitigation Plan
<b>Your Training Manager gets sick and misses a week of training.</b>	L	Accept the risk. Monitor and add buffer in project timeline.
<b>You cannot hire enough employees in time to train them before launch</b>	M	Control the risk by meeting with hiring manager. Add more staff to hire employees
<b>More than 50% of employees quit after a difficult training process, leaving the company short-staffed</b>	M	Control the risk. Meeting with training manager to discuss the training program. Feedback from employees and make the programs less difficult.

## 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.

<b>High</b>	High chance of risk occurring.	50%-100% chance of risk occurring.
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**Impact chart:**

<b>Types of Impact</b>	<b>Low</b>	<b>Medium</b>	<b>High</b>
<b>Financial</b>	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
<b>Operational</b>	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
<b>People</b>	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:**

<b>Inherent Risk</b>				
		<b>Impact</b>		
		<b>Low</b>	<b>Medium</b>	<b>High</b>
<b>Probability</b>	<b>High</b>	Medium	High	High
	<b>Medium</b>	Low	Medium	High
	<b>Low</b>	Low	Low	Medium