



## Operations & Training Risk Management Plan

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### Objective

The objective of this document is to Identify potential risks that may occur and what the team could or should do to mitigate this actions.

### Executive Summary

In order to fulfill the customer satisfaction we require for this project it is crucial that all orders are completed in time and form, for this the team will work in identifying potential risks and how we will eliminate all causes to get to the root cause.

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

Scenario	Risk to project (L/M/H)	Mitigation Plan
Time estimated for delivery of the product goes over planned.	L	Reduce, try to have tasks under scope to deliver in time and form
We have to hire more people due to trainees not making the training program	M	Avoid, make the program easier than initially planned.
Vans are more expensive than initially thought	H	Transfer, to change the model of the vehicles that are planned to be bought

## RISK TYPE TWO: Falling behind the training schedule

Scenario	Risk to project (L/M/H)	Mitigation Plan
Software takes long time to update	L	Transfer, change of servers or change of software provider
Trainers are not able to keep up with the program	M	Accept, be aware of the program and how we can change it to be more efficient.
People are not understanding the main focus of the training	H	Reduce, make the program a bit shorter and more interactive

## 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
<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:

Inherent Risk				
		Impact		
		Low	Medium	High
Probability	High	Medium	High	High
	Medium	Low	Medium	High
	Low	Low	Low	Medium