Team 6 – Drone Tech Assignment #1

Project Identification

Project Name: *Deliverymeds*

Project Initiate: *DroneTech*

Project Manager: *Teresa Ng*

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DroneTech Project Overview Statement

Project Overview Statement	**Project Name:** Deliverymeds	**Project number:** 10	**Project Manager:** Teresa Ng

Problem/Opportunity:
Wilmont's, a large pharmaceutical company, wants to expand their delivery system to their customers by using drone delivery. The Operations Vice President, George Cranston, of Wilmont's wants to develop this pilot project, will provide the funds, oversee all aspects of this initiative, and ultimately decide if the proper design solution is met.

Goal:
The goal of Deliverymeds is to provide a drone delivery alternative to Wilmont's existing consumers within an established budget of $750,000 and a timeline of January 5th - November 30th. The general scope of work for DroneTech in this project falls under providing the drones, creating a proper interface, and ensuring safe and successful delivery of Wilmont's products.

Objectives:
1. Establish a delivery system for Wilmont's consumers through Deliverymeds.
2. Modification of DroneTech's existing processes & equipment for use with Wilmont's systems and delivery.
3. DroneTech will provide four prototypes matching Wilmont's corporate logos and colors.
4. Collaboration between DroneTech and Wilmont's staff members during Deliverymeds.
5. Protection of Wilmont's business information and customer privacy.
6. DroneTech will provide training for Wilmont's pharmacy staff on delivery operations.

Success Criteria:
1. All four drones piloted and painted by DroneTech.
2. At least 98% of the temperature-sensitive or breakable items are not affected by the delivery process.
3. At least 95% of the participating pharmacies overall staff have received all necessary training and information needed on the drone delivery technology.
4. Drone tech system interfaces consist of at least 92% with Wilmont's online order entry and mobile app.
5. No sensitive Wilmont's business or customer information is leaked.
6. The new system is 100% interfaced with Wilmont's existing customer delivery application.

Assumptions/Risks/Obstacles:
1. Budget cannot exceed $750,000.
2. DroneTech will be responsible for maintaining, repairing, and updating the drones.
3. Drones will not be used for other purposes than prescriptions and drugstore products delivery.
4. Drones will perform as needed regardless of weather conditions.
5. Customers accept and adjust to the drone delivery system and register their willingness.
6. The Customer's location is within practical distance of drone delivery.
7. Necessary approvals and permits will be obtained from all appropriate governing agencies.
8. The delivered packages will not exceed the specified allowance of weight and size.
9. Wilmont's to provide DroneTech all appropriate resources including sensitive information for filtering data.

Prepared by: DroneTech	**Date:** 3/7/21	**Approved by:** George Cranston	**Date:** 3/7/21

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Table of Project Requirements

Requirements Definitions	Functional	Global	Constraint
The maximum cost of the project is $750,000, the overall cost of the project should be less than this (if possible).			X
The project start date is next January 5th and the first delivery flight should take place no later than November 30th.			X
Customize order entry, delivery confirmation, and a mobile app for Wilmont's business.		X	
Interface to Wilmont's enhanced online order entry process that would allow customers in Gainesville to register their delivery preference.	X		
There will need to be a segment of the interface process to allow Wilmont's management to approve the customer.	X		
Interface communications about deliveries for Wilmont's customers.	X		
Ensure that the relationship between DroneTech and Wilmont's does not compromise the security of Wilmont's business information, the customer's privacy and the proprietary information about how Wilmont's will use the drones for delivery	X	X	
Adapt a temperature-controlled product bagging system along with a bubble-type cushioning system for the customer delivery packaging.	X	X	
Provide the four participating pharmacies with all the information needed on the drone delivery technology.		X	
Allocate a total of 4 new drones for this prototype project.		X	
Prototype drones will need to be painted in Wilmont's corporate colors and logos.		X	
Federal Aviation Administration (FAA) approval		X	X

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Scope of Work

BACKGROUND

Wilmont's, a U.S. retail pharmacy company, is considering a new delivery method for its customers, delivering prescriptions and drugstore items by drone technology. The Operations Vice President of Wilmont's, George Cranston, has partnered with the CEO of DroneTech, Jordan Kempler, to initiate a pilot project in the Gainesville area. Mr. Cranston will provide the funds and will oversee all aspects of this project, named *Deliverymeds*. DroneTech will customize its systems, interfaces, and business process to conform to project requirements from Wilmont's. Teresa Ng, the Project Manager for DroneTech, will oversee the work as the overall manager for the pilot project and serve as DroneTech's point of contact for Wilmont's.

GENERAL CONTRACTUAL

The timeline for this project is from January 5th to November 30th, the agreed deadline for the first delivery flight. The estimated maximum price quoted for this project is $750,000. Four pharmacies will participate in this pilot project, all located near one another and in a non-downtown environment of Gainesville. Customers in apartment buildings will be excluded from the project due to delivery issues. Wilmont's will accommodate operating DroneTech's prototype system within their existing infrastructure to generate customer orders. Wilmont's project teams shall provide this delivery option and all the management processes that must accompany them.

A Time and Materials type contract is anticipated due to the R&D nature of the current scope of the project. It is anticipated that additional modifications to the drone flight operations will need to be identified, especially when considering all aspects of flight operations and risks, such as making the process user-friendly and flying weather conditions. Maintenance and repair of the drones will be performed by DroneTech.

DroneTech will acquire all permitting and documentation necessary through all applicable governing agencies. DroneTech's representatives will meet with FAA agency members to discuss the pilot project and to obtain the necessary permits for flying the prototype drones. DroneTech will ensure that the relationship between DroneTech and Wilmont's does not compromise the security of Wilmont's business information, the customer's privacy, and the proprietary information on Wilmont's drone use.

COMMUNICATION

DroneTech will maintain a high level of communication with Wilmont's throughout the project, primarily by phone, email, Microsoft Teams, Zoom, and in-person meetings where appropriate. Regular meetings and approval points will take place between DroneTech senior consultants and team members as well as between DroneTech senior staff and Wilmont's representatives. Meetings with stakeholders and cross-impacted areas of the company will also be scheduled. Updates, requests, conflicts which may arise, and progress made on deliverables will be communicated during these meetings to ensure the rights and responsibilities of all parties.

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SOFTWARE DEVELOPMENT

The general scope of work for DroneTech in this project falls under providing the drones, creating a proper interface, and ensuring safe and successful delivery of Wilmont's products. The drones that DroneTech provides to Wilmont's will need to be painted in the Wilmont's corporate colors and logo. In reference to the interface, DroneTech will modify their current interface to Wilmont's enhanced online order entry process. DroneTech is responsible for creating processes that customize order entry, delivery confirmation, and a mobile app for Wilmont's business. These features will allow customers in Gainesville to register their delivery preference as well as allow Wilmont's management to approve the customer.

DESIGN & OPERATIONS

DroneTech will customize a temperature-controlled product bagging system and bubble-type cushioning system for delivery. Wilmont's is required to accommodate operating this prototype system within their existing infrastructure that handles customer orders. DroneTech's project team will determine a clear timeline outlining all necessary project tasks and deliverables.

Tests will be performed by DroneTech to further ensure that the drones are properly interfaced to Wilmont's system, fitted with the necessary modifications, and can deliver the pharmacy products successfully. Quality checks will occur at each step of the project sequence to detect any issues that may develop and to confirm that the project complies with Wilmont's requirements at all steps.

DroneTech will ensure that all Wilmont's pharmaceutical staff involved in system implementation and DroneTech operations will be properly trained so that they are comfortable when engaging with the prototype drones. Training will consist of meeting sessions with the staff and interactive demonstrations by technical expertise.

DroneTech will refine costs and staffing requirements utilizing appropriate cost analysis tools, maintain clear communication across project members and throughout the project's entirety, conduct regular quality reviews, and have contingency plans in place for any arising issues. These encompass all the current requirements that have been requested by Wilmont's to date, however it is anticipated for more requirements to be identified.

DELIVERABLES LIST

1. Drone tech will handle piloting the drones and each drone should have its case painted in the Wilmont's corporate colors and logo.
2. Each drone will have a temperature-controlled bagging system and an installed bubble-type cushioning system as well as further determined modifications.
3. Drone tech will be responsible for all necessary training and information needed on the drone delivery technology required by participating pharmacies.
4. Drone tech will ensure the system will interface with Wilmont's online order entry and mobile app.
5. Drone tech will ensure the security of Wilmont's business information, customer privacy, and proprietary information on drone delivery systems while integrating the customer delivery system.
6. The customer system should be interfaced with Wilmont's existing customer delivery application.

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ACCEPTANCE CRITERIA

1. All four drones piloted and painted by DroneTech.
2. At least 98% of the temperature-sensitive or breakable items are not affected by the delivery process.
3. At least 95% of the participating pharmacies staff have received all necessary training and information needed on the drone delivery technology.
4. Drone tech system interfaces by more than 92% with Wilmont's online order entry and mobile app.
5. No sensitive Wilmont's business information or customer is leaked to the public.
6. The customer system is 100% interfaced with Wilmont's existing customer delivery application.

KEY MILESTONES

1. Project onset - January 5th.
2. Drone system configuration and testing.
3. Drone customization installations and painting.
4. Drone design approvals from Wilmont's.
5. Development of customer portals and Drone tech interface systems with Wilmont's.
6. Drone trials and initial test flights.
7. Finalized drones approvals.
8. Project conclusion - November 30th.

Initial Risk Assessment

See Appendix A at the end of the document for the Initial Risk Assessment and Risk Register for identification.

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DroneTech Draft Team Charter

Team and Members:

DroneTech Corporation Staff:
Teresa Ng (TN), Project Manager overall for DroneTech
Anthony Noto (AN), Senior Consultant
Oshoriame Olorife (OO), Quality Lead
Remi Dijon (RD), Project Team Member
Margy Orozco (MO), Project Team Member
Samrudh Untgod Preetham (SUP), Project Team Member
Stephanie Williams (SMW), Senior Business Analyst
Gerald Hasper (GPH), Flight Operations Manager
Eileen Seymour (ERS), Project Lead, IT Systems
Shravani Sinha (SXS), Senior Programmer
William Holt (WKH), Drone Systems Engineer

Wilmont's Staff:
George Cranston (GWC), Operations VP
Mary Pearson (MJP), Project Lead, IT Systems Team
Phillip Greenberg (PAG), Project Manager, Business Operations side
William Scott (WKS), Project Lead, Security Team

Purpose

Vision
The purpose of this team is to find the project, Deliverymeds, as requested by Mr. George Cranston (Operations Vice President) of Wilmont's. Each team member selected has technical, managerial, and personal characteristics that will assist with the development of Deliverymeds.

Mission
The overall goal of Deliverymeds by DroneTech is to establish a delivery system for prescriptions and drugstore items to Wilmont's existing consumer base. DroneTech has current processes for order entry, delivery confirmation, and a mobile app; this will need to be modified for use with Wilmont's systems. Customers will have the ability to opt-in drone delivery and receive notification about their order through email, mobile alerts, or online tracking.

DroneTech will also be responsible for developing four prototype drones with Wilmont's corporate colors and logo within Wilmont's selected rural stores. Many features will take collaborative efforts on both company's staff to create a truly integrated process. It must be ensured that Wilmont's business information, customer privacy, and proprietary information is not compromised during the Deliverymeds development and operation processes.

Boundaries
The pilot project will take place in the Gainesville area and involves four participating pharmacies. These pharmacies are located in a non-downtown environment consisting of mainly suburban homes and businesses, with customers in apartment buildings not included in the prototype delivery. The maximum cost of the project is $750,000. The project start date is next January 5th and the first delivery flight should take place no later than November 30th.

Critical Success Factors

1) *Proper design/implementation of drone temperature-controlled system modification paired with adequate testing to satisfy Wilmont's modification request.*
2) *Continuous communication and coordination from everyone on the team as they strive to meet the project goals previously set.*
3) *Popularizing and advertising the project to the local community so that testing and prototyping of the drone delivery system can be done smoothly and effortlessly.*
4) *Meeting the overall budget, set by Jordan Kempler, and schedule, agreed upon by both companies, by following the implemented project plan accordingly.*
5) *Ensuring all pharmacies fully understand the overall process behind the delivery method as well as any sort of procedure associated with the task. Providing training to pharmacy staff for prototype testing of drones.*
6) *Full customization of DroneTech's processes, mobile app and drones to accommodate Wilmont's current processes to ensure that customers only see Wilmont's interfaces*

Responsibilities

Individuals of Wilmont's

Name	Responsibilities
George Cranston (GWC), Operations VP	Provides funds and oversees all aspects of the project.
Mary Pearson (MJP), Project Lead, IT Systems Team	Manage the information systems for Wilmont's; lead the information systems development for Wilmonts.
Phillip Greenberg (PAG), Project Manager, Business Operations side	Collaborate with DroneTech to organize Wilmont's resources to interface with DroneTech's flight operations and other management systems that control and manage the drone delivery.
William Scott (WKS), Project Lead, Security Team	Will collaborate with DroneTech for integrity of customer's privacy, and Wilmont's business information/proprietary information.

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Individuals of DroneTech

Name	Responsibility
Teresa Ng (TN), Project Manager overall for Drone tech	Management of the DroneTech customization project, including oversight of day-to-day client interaction and technical direction; budget, schedule, and staffing management; serves as DroneTech's point of contact for Wilmont's.
Anthony Noto (AN), Senior Consultant	Assists project manager with issues including technical and administrative, serves as primary leadership support to the development team, participates in all review meetings with Quality Lead, conducts final assessment of prototypes.
Oshoriame Olorife (OO), Quality Lead	Conduct timely quality checks and reviews to ensure the project complies with Wilmont's requirements.
Remi Dijon (RD), Project Team Member	Fulfilling any delegated tasks to further design and the project as a whole.
Margy Orozco (MO), Project Team Member	Fulfilling any delegated tasks to further design and the project as a whole.
Samrudh Untgod Preetham (SUP), Project Team Member	Fulfilling any delegated tasks to further design and the project as a whole.
Stephanie Williams (SMW), Senior Business Analyst	Execute business strategies and ensure the desired result is achieved in a timely manner.
Gerald Hasper (GPH), Flight Operations Manager	Manage flight abilities of drones and everyone involved in the effort.
Eileen Seymour (ERS), Project Lead, IT Systems	Oversee the data interface team with counterparts at Wilmont's. Firm's point of contact.
Shravani Sinha (SXS), Senior Programmer	Lead team in the Drone Programming effort.
William Holt (WKH), Drone Systems Engineer	Design of drone prototype and ensure prototype meets project requirements.

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Shared responsibilities

Task	Secondary Role	Primary Role
Customizing Wilmont's online interface to handle order entries	Teresa Ng (Project Manager/DroneTech) has backup leadership responsibilities to supervise the performance of this process.	Eileen Seymour (Project Lead/DroneTech) is responsible for oversight of online interface development to seamlessly integrate both Wilmont's and Drone Tech's software interface.
Overall project delivery	Teresa Ng (Project Manager/DroneTech) has the secondary responsibility to ensure on time and quality delivery.	Anthony Noto (Senior Consultant) the project manager has the primary responsibility to oversee the project performance and make sure the project meets the set deadlines.
Customer authentication	Eileen Seymour (Project Lead/DroneTech) has the secondary backup leadership responsibility in approving the customers for this service.	Samrudh U P (Team Member/DroneTech) has the primary responsibility of overlooking the performance of their team in authenticating all the users efficiently and in time.
Interface Communications	Teresa Ng (Project Manager/DroneTech) has the secondary backup leadership responsibility to overlook this process.	Remi Dijon (Team Member/DroneTech) has the primary responsibility to ensure all the customers are efficiently communicated with any updates.
Ensure that the relationship between DroneTech and Wilmont's does not compromise security	William Scott (Project Lead/Wilmont's), Security Team oversees that there is no breach in privacy.	Teresa Ng (Project Manager/DroneTech) to ensure Wilmont's business information, the customer's privacy and the proprietary information about how Wilmont's will use the drones for delivery abide by the predetermined privacy policy.
Contract	Teresa Ng (Project Manager/DroneTech) to provide a final review and approval of the contract.	Anthony Noto (Senior Consultant) is responsible to draft a contract that addresses all the aspects of the project.

Team 6 – Drone Tech Assignment #1

Operating Guidelines

Goals and Metrics:
The project team will customize DroneTech's systems, interfaces, and business processes to conform to Wilmont's requirements for the pilot project, working to ensure the project remains below the total cost of $750,000 and within the appropriate timeline.

Decision-Making:
The project team will attempt to make decisions at the lowest level possible. Team members will decide actions within their team, otherwise bring the situation to their lead. Situations that cannot be resolved at the lead level will be raised to the senior level, and progressive of the leadership hierarchy. Decisions should be resolved in a timely manner, in order to avoid delaying the schedule timetable. Team members not included in this charter will be consulted when necessary for assistance with specific decisions that would involve their role or expertise.

Communications:
Communication between the team will be held at the highest importance level. In order for the project to succeed, it will be necessary to maintain constant communication about any sort of team achievements, set-backs, conflicts, emergencies, requests, feedback, suggestions or anything of that nature.

Communication will be done through resources such as email, phone, Microsoft Teams, Zoom meetings and in-person meetings when appropriate.

Meetings between senior consultants and their employees will be conducted on a weekly basis with employees maintaining continuous communication between each other throughout the week. On a bi-weekly basis, senior consultants and project managers will meet with Wilmont's representatives and DroneTech's chief operators to discuss progress made on team deliverables, conflicts that have transpired, and overall project needs.

Interpersonal Behavior

Guiding principles
The following are the guiding principles for all team member's behavior when working with each other:

1. *Agreement on core values: respect, honesty, integrity, and fairness.*
2. *Respect support and have confidence in the team and its members.*
3. *Accommodate teammates' other responsibilities when scheduling meetings.*
4. *Value all your team's time.*
5. *Allow disagreement during debates on critical issues but reach a final decision that is team oriented.*
6. *Focus on a solution rather than a problem.*
7. *Perform each task with professionalism, respect, and integrity.*

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Rules of Conduct

The following are the rules of conduct that serve to guide the actions of all team member's consistent with the values:

1. *Be professional (treat each other with respect, dignity).*
2. *One person speaks at a time.*
3. *Be outcome focused - stay off side issues.*
4. *Listen for understanding.*
5. *Make decisions and resolve issues in a timely manner.*
6. *Include all affected parties in discussion.*
7. *Share ideas - all ideas have value.*
8. *Principles before personalities.*
9. *Remember the vision*
10. *Be proactive in identifying issues, communicating expectations related to who is involved and time needed to address.*

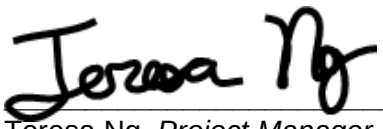
Conflict Resolution

The following steps should be used to facilitate understanding and resolution when conflict arises:

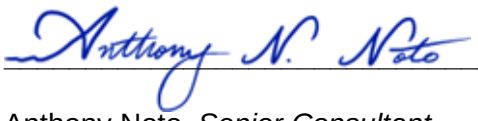
1. *Each individual check to see that they understand each other.*
2. *Agree on what the conflict or problem is.*
3. *Agree on an approach and a backup plan.*
4. *Each individual states their wants, needs, goals from conflict.*
5. *Each individual check for understanding of responsibilities.*
6. *Define a common ground.*
7. *Brainstorm options for solutions.*
8. *Consider pros and cons of each option.*
9. *Select option(s) that each can support.*
10. *Plan to implement. Include what, when, who; and plans for follow-up evaluation.*
11. *Implementation.*
12. *Follow-up - Evaluate – Celebrate.*
13. *Document outcomes of these conflicts and communicate them.*

Team 6 – Drone Tech Assignment #1

Agreement & Sign-up (DroneTech Primary Team)

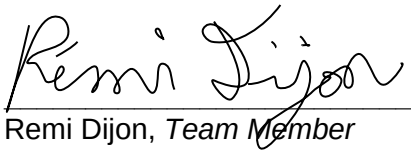


Teresa Ng, *Project Manager*

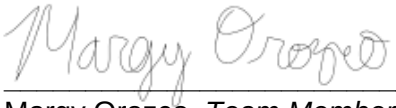


Anthony Noto, *Senior Consultant*

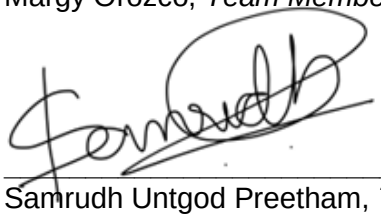
Oshoriame Olorife, *Quality Lead*



Remi Dijon, *Team Member*



Margy Orozco, *Team Member*



Samrudh Untgod Preetham, *Team Member*

APPENDIX A

ES P3-11A Risk Management Plan Template

Project Risk Register **Team: 6**

Project Manager Name: **Teresa Ng**

Risk Identification	Risk Statement		Probability (%)	Impact ($)	Exposure ($)	Mitigation	Contingency	Triggers	Assignee
	Condition	Consequence							
Briefly describe the identified risk	Capture the "likely cause" of the risk. Be detailed enough so that you can start forming mitigation plans.	Capture the result of the risk, should it happen.	Estimate of the probability the risk will occur. (use this probability in your Monte Carlo Analysis)	Estimate of the amount of impact or severity of the risk. (use this as worst case in Monte Carlo)	Probability x impact in $. Sort by this column to prioritize biggest $ risks. (use this as most likely case in Monte Carlo)	Document plans to lower the probability or to lower the impact ahead of time.	Identify what would have to be done if the risk were to become reality.	Identify what would prompt you to execute the contingency plan.	Identify who is responsible for tracking this risk and its changes in probability and impact. The assignee is not necessarily the person responsible for solving the problem, as risks often require escalation outside the team.
Delivery (Operations)	Incorrect identification of the customer or delivery address	Unfulfilled order, unsatisfied customer, potential litigation	15%	$ 750.00	$ 112.50	Development of facial recognition features, link to mobile device, or camera	Investigation of case, adding equipment for confirmation as necessary	Customers stating that their order is incomplete or not able to receive the order	Primary: Gerald Hasper (Flight Operations Mgr.); Secondary: Remi Dijon (Team Member)
Security	Leaking customer information, Wilmont's business information or proprietary information	Potential for litigation, loss of relationship with Wilmont's	5%	$ 250,000.00	$ 12,500.00	Ensuring development, customer, and business information is under close watch. Allow only necessary individuals access to certain information	Meeting with William Scott (Wilmont's) to determine steps in eliminating breached information	Security breach of information	Primary: Stephanie Williams (Senior Business Analyst); Secondary: Margy Orozco (Team Member)
Communications	Conflicts between DroneTech and Wilmont's staff; lack of coordination due to inadequate communication	Schedule delay, repeating working steps, incurred costs	25%	$ 20,000.00	$ 5,000.00	Scheduling regular touch-base meetings, written approval of prototype development milestones	Staff meeting with both companies' representatives and key team members	Confusion between appropriate parties, incorrect milestone deliverable, conflicts occurring	Primary: Teresa Ng (Project Manager); Secondary: Eileen Seymour (Project Lead, IT Systems)
Overall Cost (Contractual)	Contractual terms not yet created, total anticipated costs are unknown. Estimated budget by Jordan Kempler from former projects.	Exceeding budget	10%	$ 30,000.00	$ 3,000.00	Performing a thorough investigation and decision tree analysis to best anticipate the scope of work and budget associated	Re-evaluation of necessary features, negotiating with Wilmont's on budget and timeline constraints. Continuous performance checks, appropriate use of budget strategies	Excessive time logged into a development phase, budget appears inadequate at any stage in Deliverymeds	Primary: Stephanie Williams (Senior Business Analyst); Secondary: Anthony Noto (Senior Consultant)
Environmental Effects (Operations)	Effects of weather and environment, security of package, communication with server.	Unfulfilled order, unsatisfied customer, potential litigation	35%	$ 20,000.00	$ 7,000.00	Having robust algorithems to cope with changing environment. Surveying the area prior to prototype launch to anticipate typical challenges and obstructions in delivery	Collect prototypes and perform quick development or environmental analysis features, weather resistance, package harnesses	Prototype drops package; has difficulties/impacts by weather, people, obstructions; loses communication	Primary: Gerald Hasper (Flight Operations Mgr.), Secondary: Samrudh Untgod Preetham (Team Member)
Procurement (Contractual)	Competitors can utilize DroneTech's preliminary design and be procured by Wilmont's on a lower budget	Loss of business and time.	5%	$ 25,000.00	$ 1,250.00	Patenting DroneTech's technology in the proposed Deliverymeds project prior to communications with Wilmont's	Review all steps in process to speed up schedule and lower budget. Meeting up with Wilmont executives to re-discuss the contract with DroneTech.	Wilmont's shows more interest in competitors, "takes their foot off the gas" with Deliverymeds	Primary: Teresa Ng (Project Manager); Secondary: Katie O'Ryan (Corporate Attorney for DroneTech)
Prototype Malfunction (Operations)	Bugs in the drone's operating software or server cause the drone to malfunction	Unfulfilled order, unsatisfied customer, potential litigation	11%	$ 3,500.00	$ 385.00	Thorough testing prior to releasing prototypes to pharmacies	Review all steps in process to speed up schedule and lower budget. Come up with a new design.	Prototype does not display satisfactory performance while testing.	Primary: Eileen Seymour (Project Lead, IT Systems); Secondary: Oshoriame Olorife (Quality Lead)
Competency (Quality)	Phamarcy staff not properly trained to utilitize prototype drones for order delivery	Unfulfilled order, unsatisfied customer, potential litigation	15%	$ 750.00	$ 112.50	Bringing pharmacy managers in during final stages of development to train them thoroughly on the equipment	Utilizing DroneTech's development personnel to hold training sessions with pharmacy staff	Confusion with process from pharmacy staff, not utilizing the prototypes	Primary: Oshoriame Olorife (Quality Lead) Secondary: William Holt (Drone Systems Engr.)
Regulations	Compliance with Federal Aviation Administration (FAA) guidelines for drone operation	Delivery restrictions, additional design considerations	30%	$ 750.00	$ 225.00	Research of height, area, and flight restrictions in new areas of the market served. Obtaining permitting from FAA.	Scheduling a meeting or contacting a local representative in order to review their comments.	Receiving correspondance from FAA or other governing agencies of a violation	Primary: Gerald Hasper (Flight Operations Mgr.) Secondary: William Holt (Drone Systems Engr.)
Staff	Not enough skilled Pilots-In-Command for the prototype or full operation phases	Unfulfilled order, unsatisfied customer, potential litigation	15%	$ 1,600.00	$ 240.00	Devising a schedule that allows all Pilots-in Command to be available within the procurred testing time period. Training of additional staff to monitor drone flight	Hiring more Pilots-In-Command that are available for prototype phase. Change the prototype schedule to accomodate more Pilots-In-Command.	Pilots-In-Command communicating to DroneTech their inability to carry out prototype testing during the designated testing phase.	Primary: Teresa Ng (Project Manager); Secondary: Gerald Hasper (Flight Operations Manager)
Design Limitations	Proposed designs cannot be implemented on the current DroneTech equipment	Loss of business and time	8%	$ 26,000.00	$ 2,080.00	Design prototypes with the ability to incorporate updates and accessories.	Re-modelling entire drone to fit Wilmont's necessary modifications. Proposal of a different modification method that would accomodate the original one.	Design modifications being unable to be accomodated with DroneTech drone. Design modifications affecting drone's flight path and causing damage to system.	Primary: Teresa Ng (Project Manager); Secondary: William Holt (Drone Systems Engineer)
Equipment Damage	Damage due to accidents, risk of theft and vandalism.	Excess material cost, over head costs and loss of time.	15%	$ 40,000.00	$ 6,000.00	Invest in an insurancy policy for drones. Adding an alarm/lock feature on drones to notify DroneTech of any contact with external sources outside of package receival period	Using more durable materials to with-stand wear and tear. Replacing damaged parts. Reporting and following throught stolen equipments. Retrofitting an existing DroneTech drone for temporary use with Wilmont's store with the impacted drone	Drone being stolen following a delivery. Drones impacting birds, buildings, pedestrians, etc.	Primary: Teresa Ng (Project Manager); Secondary: Asish Nehra (Drone Systems Tech.)