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| Operations & Training Risk Management Plan | |  |
| **Author:** Project Manager  **Status:** Draft | **Created:** Mar 1  **Updated:** Mar 31 |  |

# Objective

The objective of this document is to identify any potential risks for the Plant Pals operations launch.

Executive Summary

The service is expected to take approximately six months to launch the plant pals new service. This would entail a new website, training new staff and setting up delivery logistics. See below for some potential risks and a mitigation plan to address them.

**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.** | **High** | Transfer: Outsource delivery to a third party company. |
| **A product vendor charges a higher rate than expected.** | **Medium** | Avoid:  Sign if possible a contract with the vendor that locks in rates. |
| **A product vendor loses a product shipment.** | **Low** | Accept:  Monitor the situation to see how many products are lost |

**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** | Avoid:  Ensure that the training managers assistant is fully versed and can step in if needed. |
| **You cannot hire enough employees in time to train them before launch.** | **Medium** | Reduce:  Make sure that employee advertisements are started early in the process. To ensure appropriate staffing levels |
| **More than 50% of employees quit after a difficult training process, leaving the company short-staffed.** | **High** | Avoid:  Ensure feedback is gathered after the training is complete also ensure training is sign off and demo’d to senior staff members first |

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. |
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**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 |

**Probability and Impact Matrix:**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Inherent Risk** | | | | |
|  | | **Impact** | | |
| **Low** | **Medium** | **High** |
| **Probability** | **High** | Medium | High | High |
| **Medium** | Low | Medium | High |
| **Low** | Low | Low | Medium |