

Operations & Training Risk Management Plan

Author: Wahyu A
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Objective

The objective of this document is to outline risks to the Project Plant Pals to mitigate those risks

Executive Summary

In normal circumstances, we would expect after 6 months project completion, to create a sustainable course recommender system practices for the service's day-to-day operations of the C4U. This includes setting up operational tools, putting software in place, and training employees for the new service. See below for risks to this project, and mitigation plan to address them.

RISK TYPE ONE: Going over the project budget

Scenario	Risk to project (L/M/H)	Mitigation Plan
The course recommender system added capabilities cost \$10,000 more than initially quoted. 2 added capabilities costs more \$20,000	High	1. Minimize Risk - Lower truck specifications so it can meet budget and operational requirements. 2. Avoid Risk - Find another vendor that sell trucks with the initial specifications within budget 3. Minimize Risk - Compare no 1 to 2 and research which specifications of trucks are more productive 4. Alternatively, create an analysis Rent vs Buy which is more profitable in the long run. Transfer Risk - Consider Rental.
A product vendor charges a higher rate than expected	Medium	1. Minimize Risk - Communicate and negotiate the rate with the vendor and put in a final agreed quotation of both parties including fixed rate for the timeline assurance. 2. Avoid Risk - Find another vendor that offer as rate. 3. Minimize Risk - Have a minimum of 2 vendors, so we have various rate of product

		materials specially focus on the most purchase material so in the end of the day is equal to the budget. 4. Minimize Risk - Always monitor and review as per weekly for possible of rate fluctuation.
A product vendor loses a product shipment	Low	Minimize Risk - Monitor and at least have a minimum of 2 vendors.

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	Low	Minimize Risk - Monitor and at least have a replacement / substitute trainer ready
Unable to hire enough employees in time to train them before launch	Medium	1. Minimize Risk - Start Hiring a month early than schedule and hold on meeting on the hiring progress status 2. Minimize Risk - Hiring from non experience to experience 3. Minimize Risk - If in certain milestone, the hiring does not appear to achieve target, consider hiring a part time and internship
More than 50% of employees quit after a difficult training process, leaving the company short-staffed	Medium	1. Minimize Risk -Establish a group chat. Hold on daily feedback after training from trainer and the user and review 2. Avoid Risk - Establish a more moderate training process 3. Minimize Risk - Create levels of training based on the experiences as the recruitment may possibly differ in experiences.

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
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
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Probability and Impact Matrix:

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