

# Understanding cause and effect

Fishbone diagram and risk assessment

## What’s the mitigation plan?

Complete the risk register by dragging the mitigation plan to its corresponding risk. Or, use the plus sign to choose a risk. Once you complete page 1, continue to page 2.

You’ve categorized everything.

Risk description	Risk to project	Mitigation plan
<div>Unpleasant experience due to rude service</div>	Low	<div>Ensure delivery personnel are well compensated and have proper training. ✓</div>
<div>Incorrect order due to processing error</div>	Medium	<div>Run regular tests on the ordering system to make sure it’s running smoothly. ✓</div>
<div>Late delivery due to backlog of orders in kitchen</div>	High	<div>Make sure to hire enough kitchen staff to cover high-volume shifts. ✓</div>
<div><div>BACK</div><div>2 of 2</div></div>		

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