



Operations & Training Risk Management Plan

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Objective

This document will help Office Green determine the risks that might occur during the Plant Pals operations launch, providing assistance in monitoring and providing information if any potential risks arise, and providing a means for better decision-making to mitigate and avoid future risk.

Executive Summary

We are expecting to launch the Plant Pals initiative within six months, which would include a new website and plant delivery to the most prominent clients. We would like to consider the risks we have found possible during the project, which include going over budget and behind schedule. The mitigation plans to address these risks can be read below.

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	This risk can be avoided by hiring shipping trucks from another distributor.
A vendor charges a higher rate than expected	Low	This risk can be transferred by adding another provider as a backup in case the risk happens. This allows for a continued association with a preferred provider.
A vendor loses a product shipment	Medium	The probability of this situation happening is low, however, it can have a high impact. It is

		important to minimize this by having an extra budget to cover the impact if this happens, using the backup provider mentioned above.
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RISK TYPE TWO: Falling behind the training schedule.

Scenario	Risk to project (L/M/H)	Mitigation Plan
Your training manager falls sick and misses a week of training	Low	To avoid this risk, an assistant training manager, or another person who is aware of all related activities is recommended to be available to take the position of training manager in case this occurs.
You cannot hire employees on time to train them before the launch	Medium	This risk can be mitigated by starting the recruitment process early. It will be necessary to have a buffer budget to cover overtime or increase the number of employees. However, the number of employees is expected to be in place before the training is scheduled.
More than 50% of employees quit after difficulties in the training process leaving the company short staffed	Low	This risk can be accepted , as the potential for it to happen is low. Training must be made accessible, attractive, and rewarding in order to further reduce this risk.

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

Probability and Impact Matrix:

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

	Low	Low	Low	Medium
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