Office Green

Operations & Training Risk Management Plan

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Status: Draft

Created: Mar 1
Updated: Mar 31

Objective

The objective of this document is to outline risks to the operations & training project and the plans to mitigate those risks.

Executive Summary

In normal circumstances, we would expect to launch the Plant Pals service by the end of the year. This includes the launch of the website, delivery of plants to customers, then training employees to use the new software and equipment. See below for risks to this project, and the mitigation plan to address them.

RISK TYPE ONE: Going over the project budget

Scenario	Risk to project (L/M/H)	Mitigation Plan
Delivery truck costs $16,000 more than quoted	**H**	Accept and set aside extra funds on the budget to cover the costs.
Product vendor charges higher rate	**M**	Reduce or control it by talking to the vendor and having them sign off on the price.
Product vendor loses a product shipment	**L**	Accept the risk because the likelihood of this occurring is minimal.

RISK TYPE TWO: Falling behind the training schedule

Scenario	Risk to project (L/M/H)	Mitigation Plan
Training Manager get sick	**L**	Reduce or control this by having a back up training manager ready to fill in.
Can't higher enough employees	**M**	Transfer the risk by assigning this task to the Human Resources department.
Employees quit during training due to it's difficulty	**L**	Accept the risk because the likelihood of this occurring is minimal.

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