Office Green

Operations & Training Risk Management Plan

Author: Leszita Townsend, PM
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Objective

The objective of this document is to determine potential risks and outline mitigation plans for Project Plant Pals' operations launch.

Executive Summary

Plant Pals service is slated to launch within six months. The goals of the project are to create and implement a plant delivery and logistics plan; roll out a new service that provides office plants to top clients; set up a new processing and supply chain management software; and create a communications plan and conduct employee training sessions.

Potential risks to the project include exceeding project budget and scheduling delays. This is the mitigation plan to address these risks.

Risk Tolerance

- Avoid
- Accept
- Reduce or control
- Transfer

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.	H	Control- The budget will include a buffer. Team will get quotes for sourcing the trucks from a different supplier. Also, the team will look into whether the launch can take place with the same amount or hiring only a few additional drivers, requiring less trucks to be purchased.
A product vendor charges a higher rate than expected.	M	Transfer - This risk can be avoided by getting multiple quotes and choosing a different vendor if the need arises.
A product vendor loses a product shipment. Your team estimates only a 5% chance this risk will occur. A lost shipment would cost over $25,000.	M	Avoid - A product tracking software will be used to track shipments accurately with designated "check points" selected to ensure minimal product loss.

RISK TYPE TWO: Falling behind on the training schedule

Scenario	Risk to project (L/M/H)	Mitigation Plan
Your Training Manager gets sick and misses a week of training.	L	Transfer - Anticipate that absences can occur and cross-train another manager that can fill in when needed.
You cannot hire enough employees in time to train them before launch. Your team estimates a 20%-30% chance this risk will occur, and it could delay the project by over a month.	M	Accept - Immediately hire new employees; train those that are available
More than 50% of employees quit after a difficult training process,	H	Reduce or control - This risk can be reduced or controlled by building positivity and anticipation prior to the start of training as well

leaving the company short-staffed. Your team estimates only a 5% chance this risk will occur.		as ensuring the training process is palatable, manageable and employees are left with the feeling that they will be successful.

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

	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
People			

Probability and Impact Matrix

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