



جامعة الجميع الذكية
EVERYONE'S SMART UNIVERSITY

Everyone's Smart University

Project (Spring 2021)

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Section

Master

Date

Thursday

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Course Code

(PMG510)

Project Risk Management

Instructions:

- اخر موعد للتسليم هو يوم السبت 2021-05-08 في تمام الساعة ٩ مساءً.
- الإجابة متاحة باللغة الإنجليزية أو اللغة العربية مع مراعاة أن تكون المصطلحات العلمية باللغة الانجليزية.
- يتم تسليم المشروع في صيغة ملف . pdf مع الالتزام نموذج الجامعة ولن تقبل أي مستندات أخرى.
- يجب مراعاة أقسام البحث الرئيسية (مقدمة Introduction، دراسات علمية سابقة Literature Review، طريقة البحث Methodology، النتائج والمناقشة Results and Discussion ، وأخيراً المراجع References . وان كان هناك ملحقات Appendices يتم إضافتها)
- يجب الالتزام بـ Theme موحد كما يلي:
- حجم الخط 12.
- نوع الخط Arial.
- لون الخط أسود.
- المسافة بين الأسطر line spacing 1.5
- عدد صفحات البحث (لا يقل عن ثلاث صفحات ولا يزيد عن ست صفحات).

Instructor's Name: Eng. Mosaab M. Hamed

Project:

Risk Identification and Analysis (Based on the project you chose in APM)

The objective of this report is to identify project risks, prepare a risk probability matrix, and carry out an analysis of selected risks. Referring to the project you select in **Advanced projects management APM course**, your task is to prepare a risk management plan that identifies potential risks in **the selected stage of the project** and identify risk management strategies.

From the course content and readings, you know that the overall purpose of risk planning is to anticipate possible risk events and be ready to take appropriate action when risk events occur—to eliminate or reduce negative impacts on the project.

You may wish to begin this exercise with a brainstorming about potential risks to get candidate risks “on the table” for consideration. And then identify and refine that wording for risks that have some realistic chance of occurring in this stage. For example, potential weather problems present a real obstacle to completing field data collection by the planned completion date. It is also an issue that the project manager will ultimately have to plan for, as opposed to other issues such as a major disaster (e.g., your office burning down), is not a high-enough probability event that requires much time in planning. As described below, you will select several of the identified risks and carry out a risk analysis.

You will use the distilled list of risks to make a risk probability/impact matrix. The matrix will have at least three categories (high/medium/low) for probability and impact.

Remember that it is important to name risks effectively—use words that describe the risk event and point to the impact on the project (e.g., “injury of field technician disrupts data installation work”).

After completion of the risk matrix, document a risk analysis for the selected risks. This detailed documentation for that selected risk will include:

- a description of the risk and potential impacts (schedule, quality of work, cost, etc.) on the project.
- indicators or triggers that would be monitored to help identify the risk as early as possible.
- specific risk response strategies to take.

Using probability and impact matrix calculate the **Expected Monetary Value (EMV)** for all risks that have the impact in terms of cost \$\$.

Best of luck...

المشروع:

التعرف على المخاطر وتحليلها (بحث مبني على مشروعك الذي اخترته في مادة ادارة المشاريع المتقدمة)

الغرض من هذا التقرير هو التعرف على المخاطر المحيطة بالمرحلة التي تختارها المرحلة من مراحل مشروعك (نفس المرحلة التي اخترت التطرق لها في مشروعك لمادة إدارة المشاريع المتقدمة Advanced project management) حيث أن مهمتك هي تحضير خطة متكاملة لإدارة المخاطر تشمل التعريف بالمخاطر المحتملة التي تحيط بتلك المرحلة وتحضير مصفوفة احتمالية المخاطر ومن ثم القيام بالتحليل لهذه المخاطر المختارة وتحديد استراتيجيات ادارة المخاطر المناسبة لكل خطر على حدة.

من محتويات المقرر والمصادر الأخرى المتاحة أصبحت تعلم الان أن الغرض العام لمرحلة التخطيط للمخاطر هي توقع أحداث المخاطر المحتملة والتجهز لاتخاذ ردة الفعل المناسبة عند وقوع الخطر – لمنع أو تقليل الاثار السلبية على المشروع.

قد تحبذ بداية هذا البحث بعصف ذهني عن ماهية المخاطر التي قد تحيط بتلك المرحلة من مراحل مشروعك, وذلك للحصول على قائمة بتلك المخاطر. ومن ثم تحديد وتصفية هذه القائمة للوصول إلى قائمة مختصرة بالمخاطر التي لها فرصة واقعية أكبر في الحدوث. على سبيل المثال: المشاكل الجوية المتوقعة والتي تمثل عقبة حقيقية أمام اكتمال جمع البيانات من المواقع في أو قبل الوقت المحدد، هذه تعتبر مشكلة على مدير المشاريع أن يضعها في الحسبان. من ناحية أخرى، فإن المخاطر غير الواقعية مثل الكوارث الطبيعية والأعاصير (تلك التي تسبب حريقاً بمكتبك وفقدان الأوراق المهمة) ليست لها احتمالية وقوع عالية وبالتالي لاتستدعي تضيق الكثير من الوقت في التخطيط لها. كما سيتبين لك، ستقوم باختيار عدة مخاطر من تلك التي قمت بالتعرف عليها لتحليلها.

ستقوم باستخدام هذه القائمة المختصرة لعمل مصفوفة المخاطر (الاحتمالية/الأثر). المصفوفة ستحتوي على الأقل على ثلاث تصنيفات (عالي/متوسط/منخفض) للإحتمالية والأثر.

لاتنس استخدام أسماء تصف طبيعة المخاطر بصورة فعالة – قم باستخدام كلمات تصف الحادثة الخطرة وتشير الى أثرها على المشروع (مثل: إصابة أحد الفنيين في الموقع مما يؤثر على أعمال التركيب).

بعد انتهاءك من مصفوفة المخاطر، قم بتوثيق تحليلك للمخاطر المختارة. هذا التسجيل المفصل للمخاطر يجب أن يتضمن:

- وصف للخطر واثاره المحتملة (الجدولة، جودة العمل، التكلفة، الخ)
- المؤشرات والمحفزات التي يجب مراقبتها للمساعدة في التعرف على هذا الخطر قبل وقوعه
- تفصيل للاستجابة المقترحة للتصدي لهذا الخطر

باستخدام مصفوفة الاحتمالات والتأثير ، احسب **القيمة النقدية المتوقعة (EMV)** لجميع المخاطر التي لها تأثير من حيث التكلفة \$\$.

مع تمنياتي بالتوفيق..

Introduction:

In April 2020, my company decided to start a new project during the pandemic of Covid-19. In the pandemic, we passed through multiple situations of quarantines in Saudi Arabia such as close all day and half day. In these situations, people feel afraid to go out to buy food or to buy the food needs because you cannot go out unless you have a reasonable reason during the quarantine to go out.

The president of my SBU (strategic Business Unit) was thinking about this project three years ago but he felt that it is not the good time to start this project which is about deliver the products (whole and cut-ups chicken) to the final customer, and he assigned me to be in the project management team So, one of the objectives in this project is to deliver the goods to final consumer but dealing with consumer is a sensitive because my company is used to deal with BTOB which is Business to Business.

However, in the project we will assist the government to ensure that each citizen does not need to worry regarding food. In fact, our products are already using in other applications that their main job is delivering goods, and this is one of the issues we faced. As a project management team, we should find the solution for this issue. Also, one of the risks is hard communication between the salesmen and the consumer. Moreover, non-adherence by salesman not to wear mask or gloves when he delivers the goods to customer. Also, another risk is to deliver the wrong products to the wrong consumer.

So, we focus on the freshness and quality of the product. My partner and I after we found our objectives, we draw the workflow of the project with the stakeholders to make sure that we all are aligned in one page. As project management team, we met with multiple companies are specialized in E-commerce and they provide a fully platform services. We have chosen this side rather than creating your own website because we need a quick platform to launce the project. In addition, we assigned two people to work in receiving the orders from the platform and communicating with the customers if needed.

Methodology

In the methodology, we will have list of risks from this project that have major impacts on the project due to the situation of launching the project during the pandemic. Also, these risks might negatively affect the image of brand.

List of Risks
1- Hard communication between the salesmen and the consumer due to language.
2- non-adherence by salesman not to wear mask or gloves when he delivers the goods to customer.
3- Deliver the wrong products to the wrong consumer.
4- Delay in delivering the goods to consumer.

After selecting the risks that might impact the image of the company and brand itself. So, now we will apply the risks in the risk matrix which indicates the probability and impact of each risk. low = 0 to 0.29, medium = 0.3 to 0.69, high = 0.7 to 1.

Risks	P	I
1- Hard communication between the salesmen and the consumer due to language.	0.5	0.7
2- non-adherence by salesman not to wear mask or gloves when he delivers the goods to customer.	0.4	0.6
3- Deliver the wrong products to the wrong consumer.	0.2	0.9
4- Delay in delivering the goods to consumer.	0.1	0.8

Next step, listing the risks again with providing the response plan as well as come up with a solution to mitigate the action.

Risk Classifications Table:

Risks	P	I	Severity	Response Plan	Mitigate Action
1- Hard communication between the salesmen and the consumer due to language.	0.5	0.7	High	Provide customer service	Do more sessions for salesman on how to communicate with consumer
2- non-adherence by salesman not to wear mask or gloves when he delivers the goods to customer.	0.4	0.6	Medium	Warning and penalties the salesman	Provide instructions with icons that indicates to wear mask and gloves
3- Deliver the wrong products to the wrong consumer.	0.2	0.9	Medium	Give money compensation to the consumer	Inform the salesman to double check on the invoice before deliver the goods
4- Delay in delivering the goods to consumer.	0.1	0.8	Medium	Give a free delivery fees next order to consumer	Assign the right address that near the truck's area

EVM Table:

Risks	Probability	Cost of Impact (SR)	Cost of Risk Contingency (SR)
1- Hard communication between the salesmen and the consumer due to language.	0.5	100	50
2- non-adherence by salesman not to wear mask or gloves when he delivers the goods to customer.	0.4	1000	400
3- Deliver the wrong products to the wrong consumer.	0.2	250	50
4- Delay in delivering the goods to consumer.	0.1	200	20
Total		1550	520

EVM Result:

After calculating the EMV which contains the cost of impact and cost of contingency. So, the results indicate that the cost of impact is SR 1,550 and the cost of contingency is SR 520.

Conclusion:

At the end of this research, we need as project management team to focus on the risk classification table because it indicates that how the sever the risks are. Also, it is necessary to have the EVM complete so you now as project management team the cost that might face during the project.

Reference

- Fundamental of Risk Management 5th Edition