Production teams must make every attempt to minimize risk not only to their organization, but to the customer(s). However, due to the rapid development requirements of many clients in today’s fast-paced environment, or restrictive contractual requirements, we often find ourselves unable to execute standard production schedules, and in fact, oftentimes are required to work at risk in order to meet unrealistic schedules. In these cases, all efforts must be made to insulate the production team from any and all external tasks to ensure contractual obligations are met and the customer is satisfied enough to award future tasks. Further, the additional risk associated with the use of external personnel and/or sub-contractors must be strategically planned in advance in order to mitigate negative effects on production and quality, and to build a healthy partnership with viable assets.

Because customized e-Learning production is not linear-sequential due to the nature of each multidisciplinary phase, it is often difficult for those not directly involved in production to understand; however, because customized products require customized production schedules, every delivery schedule must be understood by all the stakeholders to avoid disappointment associated with unfulfilled or misunderstood expectations. A clear roadmap based on efficient and reliable metrics can mitigate risk—both anticipated and unexpected, along with robust, interaction throughout a carefully matrixed production process. Even when daily communication is practiced, and even despite constant attempts to identify and account for unexpected, unscheduled, and unplanned variables, whether they be technological, human, contractual, or political, it is most certain that production will be significantly impacted by one or more of these variables; therefore, it is critical that all internal stakeholders learn to expect these setbacks also, so as not to be shocked into inaction when they do occur, and know how to implement the best solution—fast!