

Example – Completing a Risk Statement

Risk No.1. Program Area:	Impact of risk happening		Consequence Rating	Likelihood Rating	Risk Level
Failure to achieve improved strategic management of client portfolio					
Sources	Current controls and adequacy of controls A = Fully Adeq. M = Moderately Adeq. I = Inadequate	Risk Treatments	Person Responsible	By When	Person Monitoring
Risk Owner			Target Residual Risk Level =		

Example – Completing the Template

Risk No.1. Program Area:		Impact of risk happening	Consequence Rating	Likelihood Rating	Risk Level
Failure to achieve improved strategic management of client portfolio					
Sources		Current controls and controls A = Fully Adeq. M = Moderate Adeq. I = Inadequate			
1. 1	Senior Management Resources: <ul style="list-style-type: none"> Lack of management resources to oversee relationship management of client base Difficult to manage peaks in fluctuating demand on management resources. 				
	Managers fail to raise client issues to senior management				
	Inappropriate bidding process <ul style="list-style-type: none"> Misrep in tender doc Bribery Conflict of interest Putting in team member without consent 				
	Lack of understanding of client needs				
	Fail to deliver on needs				
	Lack of funding for marketing and general stakeholder management				

Senior Management Resources:

- Lack of management resources to oversee relationship management of client base
- Difficult to manage peaks in fluctuating demand on management resources.

Inappropriate bidding process

- Misrep in tender doc
- Bribery
- Conflict of interest
- Putting in team member without consent

Example – Completing the Template

Risk No.1. Program Area:		Impact of risk happening			Consequence Rating	Likelihood Rating	Risk Level
Sources		Current controls and adequacy of controls A = Fully Adeq. M = Moderately Adeq. I = Inadequate		Risk Treatments	Person Responsible	By When	Person Monitoring
1.	Senior Management Resources:	• Management structure	A				
1	• Lack of management resources to oversee relationship management of client base	• Management meetings	M				
	• Difficult to manage peaks in fluctuating demand on management resources.	• Delegated authorities	A				
	Managers fail to raise client issues to senior management	• CRM Systems	I				
	Inappropriate bidding process	• CRM Reports	I				
	- Misrep in tender doc						
	- Bribery						
	- Conflict of interest						
	- Putting in team member without consent						
	Lack of understanding of client needs						
	Fail to deliver on needs						
	Lack of funding for marketing and general stakeholder management						

Management structure A

Management meetings M

Delegated authorities A

CRM Systems I

CRM Reports I

Example – Completing the Template

Risk No.1. Program Area:		Impact of risk happening			Consequence Rating	Likelihood Rating	Risk Level
Failure to achieve improved strategic management of client portfolio		Loss of profitability/revenue. Loss of market share. Loss of reputation. Dilution of Shareholder Value.			Moderate	Likely	High
Sources		Current controls and adequacy of controls	Risk Treatments		Person Responsible	By When	Person Monitoring
		A = Fully Adeq. M = Moderately Adeq. I = Inadequate					
1.1	Senior Management Resources: <ul style="list-style-type: none"> Lack of management resources to oversee relationship management of client base Difficult to manage peaks in fluctuating demand on management resources. 	<ul style="list-style-type: none"> Management structure Management meetings Delegated authorities 	A	M			
	Managers fail to raise client issues to management	<ul style="list-style-type: none"> Communication eg SMU Client Feedback Session 					
	Inappropriate bidding process <ul style="list-style-type: none"> Misrep in tender doc Bribery Conflict of interest Putting in team member without consent 	<ul style="list-style-type: none"> Policy and systems Checklists Code of Conduct Accountability of bidder 	M				
	Lack of understanding of client needs	<ul style="list-style-type: none"> Skills and knowledge of staff System and process 	M				
	Fail to deliver on needs	<ul style="list-style-type: none"> Management systems Resource planning 	M				
	Lack of funding for marketing and general stakeholder management	<ul style="list-style-type: none"> Budgets and forecasts Attention to Debtor Control 	M				

Moderate Likely High

Example – Completing the Template

Risk No.1.		Impact of risk happening		Consequence Rating	Likelihood Rating	Risk Level
<p>Now complete risk treatments, by whom, by when and who will be monitoring</p>		Shareholder Value.		Moderate	Likely	High
		Shareholder Value.				
Sources		Current controls and adequacy of controls	Risk Treatments	Person Responsible	By When	Person Monitoring
		A = Fully Adeq. M = Moderately Adeq. I = Inadequate				
1.	Senior Management Resources:	<ul style="list-style-type: none"> Management structure Management meetings Delegated authorities CRM Systems CRM Reports 	A			
1	<ul style="list-style-type: none"> Lack of management resources to oversee relationship management of client base Difficult to manage peaks in fluctuating demand on management resources. 	<ul style="list-style-type: none"> Monthly reporting Communication eg SMU Client Feedback Session 	M			
	Managers fail to raise client issues to senior management	<ul style="list-style-type: none"> Policy and systems Checklists Code of Conduct Accountability of bidder 	M			
	Inappropriate bidding process <ul style="list-style-type: none"> Misrep in tender doc Bribery Conflict of interest Putting in team member without consent 	<ul style="list-style-type: none"> Skills and knowledge of staff System and process 	M			
	Lack of understanding of client needs	<ul style="list-style-type: none"> Management systems Resource planning 	M			
	Fail to deliver on needs	<ul style="list-style-type: none"> Budgets and forecasts Attention to Debtor Control 	M			
	Lack of funding for marketing and general stakeholder management					

