CONVENTION & EXHIBITION (PUTRAJAYA) SDN. BHD.

RISK MANAGEMENT

Co-X/QHS/SOP03

Revision No.: 00

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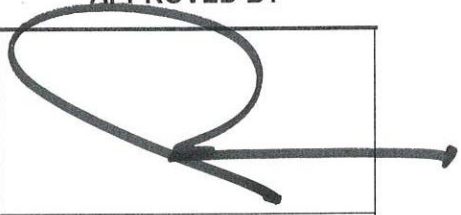
PREPARED BY	REVIEWED BY	APPROVED BY
		
Name: MUHAMMAD NABIL KHALIS BIN KAMARUL BAHRIN	Name: FARHATUL MARDHIAH BINTI MD DAH	Name: MAHMAD ANUAR BIN OTHMAN
Position: EXECUTIVE, QUALITY, HEALTH SAFETY & ENVIRONMENT CONVENTION AND EXHIBITION (PUTRAJAYA) SDN BHD (Formerly known as Putrajaya International Convention Centre Sdn Bhd) PRECINCT 5, 62000, W.P. PUTRAJAYA	Position: SENIOR EXECUTIVE, QUALITY, HEALTH, SAFETY & ENVIRONMENT CONVENTION AND EXHIBITION (PUTRAJAYA) SDN BHD (Formerly known as Putrajaya International Convention Centre Sdn Bhd) PRECINCT 5, 62000, W.P. PUTRAJAYA	Position: CHIEF EXECUTIVE OFFICER CONVENTION & EXHIBITION (PUTRAJAYA) SDN BHD PRECINCT 5, 62000, W.P. PUTRAJAYA

REVISION HISTORY

Rev. No	DCN No.	Description of Changes	Effective Date
00	--	Initial Release	01/11/2022

1.0 OBJECTIVE

The purpose of this procedure is to identify risk from activities and processes performed in Co-X that may affect product and service in terms of quality and delivery. Risk identified are assessed and managed, and contingency planning is carried out to mitigate effect of disruptive incidents based on the assessed risk.

(For risk management on occupational health & safety and environmental system, refer to HSE Risk Assessment (Co-X/QHS/SOP11) procedure)

2.0 SCOPE

This procedure covers the identification and management of situations under which activities, processes or services may cause malfunction or deterioration in quality performance.

3.0 DEFINITION

3.1 Co-X : Convention & Exhibition (Putrajaya) Sdn. Bhd.
3.2 QHSE : Quality, Health, Safety & Environment
3.3 MR : Management Representative
3.4 HOD : Head of Department
3.5 MRM : Management Review Meeting
3.6 ISO : International Organization for Standardization
3.7 RIA : Risk Identification and Assessment

4.0 RESPONSIBILITIES

4.1 MR is responsible to initiate the Risk Identification and Assessment.

4.2 ISO committee comprising HOD and headed by MR completes the Risk Identification and Assessment.

4.3 All personnel can identify risk and report to the committee.

5.0 REFERENCE

5.1 ISO 9001:2015 Clause 6.3 Action to address risk and opportunities
5.2 Co-X/FBO/GCP02 Contingency Plan

6.0 PROCEDURE

6.1 Risk Identification and Assessment (RIA)

6.1.1 MR shall appoint a committee, represented by all HOD and key personnel to perform the RIA.

6.1.2 When establishing the RIA, consideration should be given to determine risks at Co-X operations which can have an impact on the product quality, overall quality management system and its interested parties. The committee may use previously established information and other sources to identify risk.

6.1.3 At a minimum, RIA shall be taken into account:

6.1.3.1 Facility and equipment availability and maintenance.
6.1.3.2 Supplier performance and material availability.
6.1.3.3 Delivery of non-conforming product.
6.1.3.4 Availability of competent personnel.

6.2 RIA Methodology

6.2.1 Identify risks. All personnel can identify risk occurring and report to the committee.

6.2.2 Collect information about these activities, process, products or services, in relation to the effect it can do overall quality management system.

6.2.3 Assess the risks which may result in product failure, looking at the type, intensity, length, frequency and occurrence to quality.

6.2.4 The method of assessment considers:

6.2.4.1 Scope, nature & timing to ensure proactive assessment.
6.2.4.2 Classification of risks based on current control measures.
6.2.4.3 Consistent with personnel experience and capabilities.

6.2.5 Rank the severity of the established risks index. The criteria used in ranking are detailed in Risk Evaluation Criteria.

6.3 Risk Assessment and Control Measure

6.3.1 The MR will chair the meeting, attended by the HOD, and review all the risk and opportunities identified. All actions addressed to each

risk, person to carry out these actions and time frames for completion shall be agreed, and recorded in the minutes.

6.3.2 By referring to the Risk Evaluation Criteria (Table 1), the Risk Index Score can be obtained. The minimum Risk Index Score is 1 whereas the highest is 25.

6.3.3 The following table provide a guide to the level of risk and applicable control measures:

Risk Level	Risk Index score	Type of Control Measure
Significantly high & intolerable	17 - 25	Generally unacceptable. Stringent monitoring of work by HOD, MR and top management.
Significant risks	12 – 16	Monitoring during work by HOD. Control measures in place before work commence. Worker informed or training given for identified risk.
Moderate risks	5 – 11	Preparation of Work Instruction to ensure limited product non-conformance & worker training.
Trivial	1 – 4	General monitoring by relevant personnel

6.3.4 Countermeasure are discussed and agreed on actions to be taken to prevent, reduce or transfer the risk. This may include production of contingency plans.

6.3.5 Upon completing the RIA, **Risk Assessment & Planning Register (Co-X/QHS/SOP03-R01)** is prepared, listing the all the risks associated to conformity of products and services.

6.4 Review of Risk Register and Actions Taken

6.4.1 The committee shall review the Risk Assessment & Planning Register to determine (new or additional) control measures to manage each risks.

6.4.2 All risk control measures should ideally be implemented quickly once the RIA is completed.

6.4.3 Upon implementing the new risk control measures for a minimum 6 months or earlier as decided by MR, an assessment is carried to determine the effectiveness of the new control measures in place. Status of risk is recorded on Risk Assessment & Planning Register.

6.4.4 The Risk Assessment & Planning Register are reviewed and updated annually and thereafter the effectiveness of actions taken are presented to management during MRM.

6.4.5 Where appropriate the Risk Assessment & Planning Register communicated by providing relevant training to employees or other parties to ensure the effectiveness of risk management.

7.0 RECORDS

7.1 Co-X/QHS/SOP03-R01 Risk Assessment & Planning Register

8.0 APPENDIX / ATTACHMENT

8.1 Risk Evaluation Criteria [Table 1]
8.2 Process Flow

Table 1 – RISK EVALUATION CRITERIA

Probability versus impact matrix

	Impact				
Probability	Negligible	Marginal	Moderate	Critical	Catastrophic
Almost Certain	5	10	15	20	25
Likely	4	8	12	16	20
Possible	3	6	9	12	15
Unlikely	2	4	6	8	10
Rare	1	2	3	4	5

Probability and Impact Guide

Score	Probability	Example
1	Rare	No case so far
2	Unlikely	Once in several years
3	Possible	Once a year
4	Likely	Seen several times a year
5	Almost Certain	Seen several times a month

Score	Impact	Consequences
1	Negligible	No effect on and not noticeable by customer
2	Marginal	May require customer notification but very minimal effect on customer satisfaction
3	Moderate	May concern customer but issues easily resolved
4	Critical	Serious non-compliance may result to customer complain
5	Catastrophic	Serious impact to customer and may risk legal action

PROCESS FLOW

RESPONSIBILITY	OUTLINE	ACTION
- MR - Committee	1 Determination of Risk associated to processes from respective department	- MR together with a committee represented by all HOD and key personnel shall determine risks associated to processes at Co-X operations
- MR - Committee	2 Assess risk	- MR shall chair the meeting attended by committee and review all the risk and opportunities identified.
- MR - Committee	3 Determination of controls	- MR and committee shall determine control measures by development of objective, management program and operational control to manage each risks
- Respective department HOD	4 Implement risk control measures	- Respective department HOD shall implement the new risk control measuress for a minimum of 6 months or earlier.
- MR	5 Monitor effectiveness of control measures	- MR shall conduct an assessment to determine the effectiveness of the new control measures in place.
- MR	6 Review in MRM	- MR shall review the effectiveness of actions taken during Management Review Meeting.