

# Beyond the Matrix: Understanding the Impact of Risk Across Your Management System

**INTELEX**

## About the Presenters



**Bryden Waggott**  
*SVP – EHSQ Solutions*

Bryden Waggott is Senior Vice President of Solution Management at Intelx Technologies, ULC, where he oversees the design and creation of Intelx's Environmental, Health, Safety, and Quality applications. As part of the product organization, Bryden contributes to the overall product vision and strategy through a strong connection with the EHSQ market and a deep understanding of ever-evolving customer needs.

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## About the Presenters



**Graham Freeman**

*Writer and Editor*

Graham Freeman is a content writer, editor, and researcher at InteleX Technologies, ULC. He writes about quality management, health and safety, and technology.

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# Agenda



**Risk and Risk  
Based Thinking**



**Risk Management**



**Risk Threats vs.  
Opportunities**



**Importance of  
Integrated Risk**



**Risk Beyond  
Internal  
Management  
Systems**



**Innovations in  
Assessing Risk**



## What is Risk?

- ISO 31000:2018
  - Risk is the effect of uncertainty on outcomes.
  - Anything that could prevent an organization from achieving its objectives is a risk.
- Risk is not universal across an organization. It is relative based on the resiliency of different parts of the system.
- Hazards, threats, and any type of uncertainty leads to the possibility of risk.



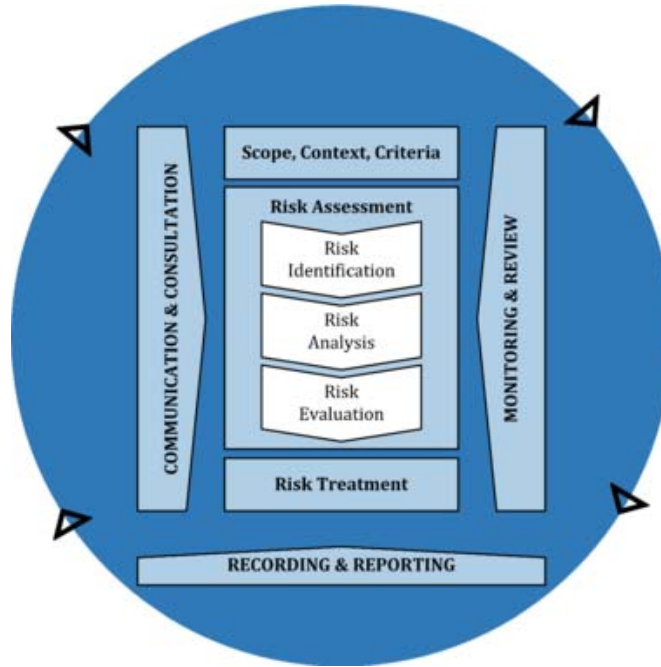
## Risk-Based Thinking

- Risk-based thinking is about creating an organizational mindset that considers both threats and opportunities.
- It is an essential element of ISO 9001:2015.
- Risk-based thinking sees all the places risks and opportunities can be hiding.
- Risk-based thinking can help you:
  - Reduce frequency, likelihood, and costs of losses
  - Improve response time
  - Improve learning
  - Capture opportunities for improvement



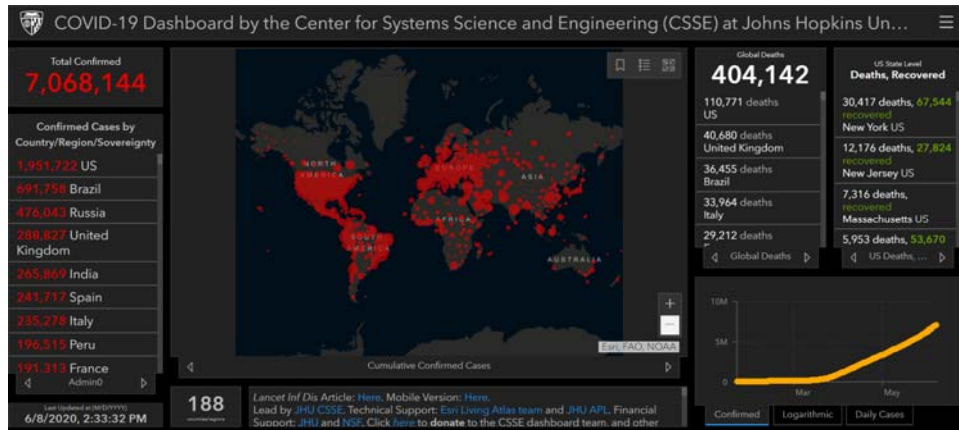
## Risk Management

ISO 31000:2018 provides a risk management framework as follows.





## Risk: Threats vs. Opportunities

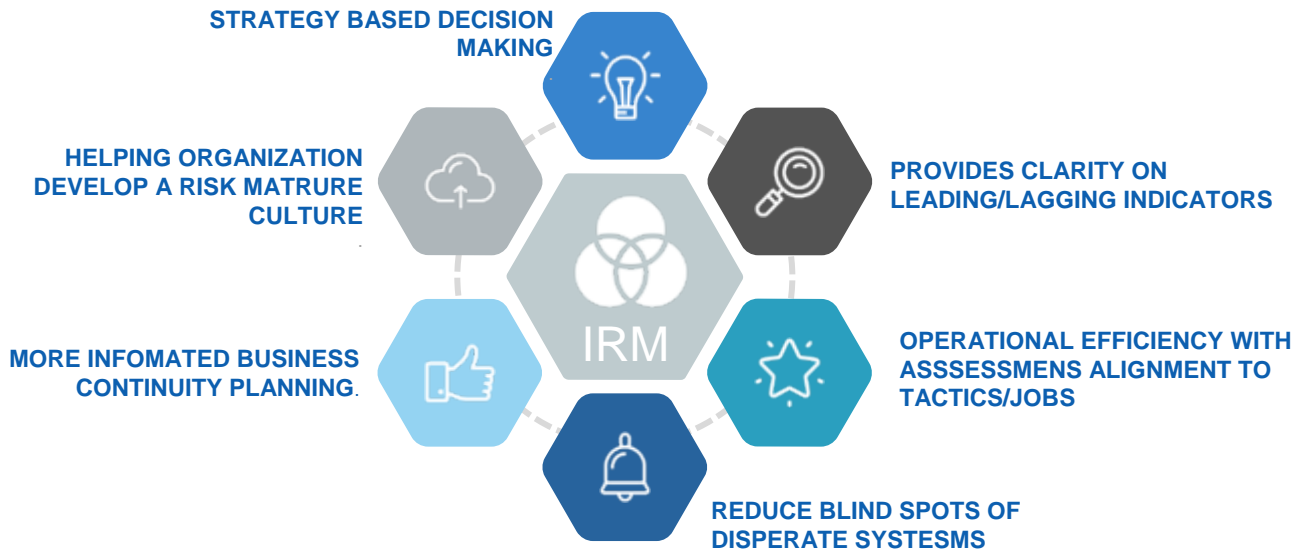


COVID-19 produced a surge in membership but a decline in production.





# Importance of Integrated Risk



# Importance of Integrated Risk

FMEA

Customer  
Complaints

Audits Findings

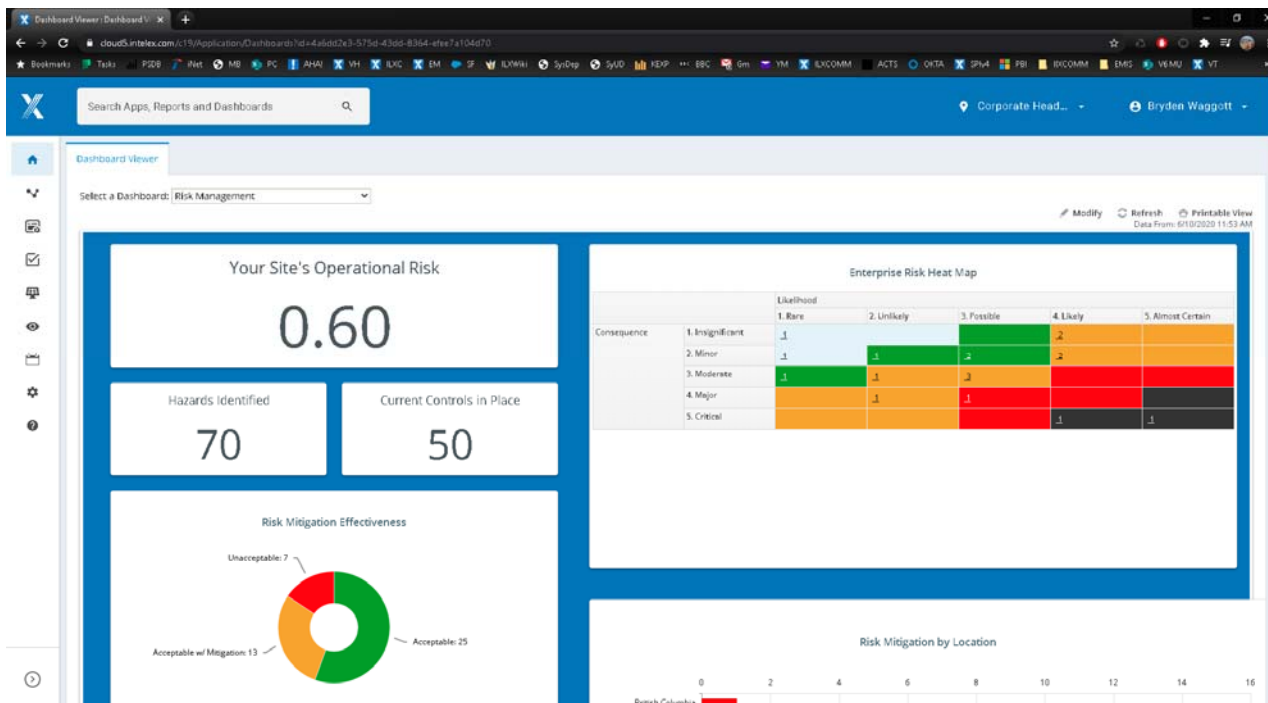
NCRS

Supplier Metrics

Product/Process/  
Function



# Importance of Integrated Risk



Product/Process/  
Function



FMEA

Customer  
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Audits Findings

NCRS

Supplier Metrics

# Risk Beyond Internal Management Systems



01



## SUPPLY CHAIN

Risk suppliers may encounter disruptions, noncompliance and other issues.

02



## GEOPOLITICAL

Trade restrictions, political instability, corruption.

03



## ENVIRONMENTAL

Pandemic, Extreme weather, Natural disasters.

04



## PUBLIC OPINION

General view of supplier or organization chain within the public realm.



# Risk Beyond Internal Management Systems

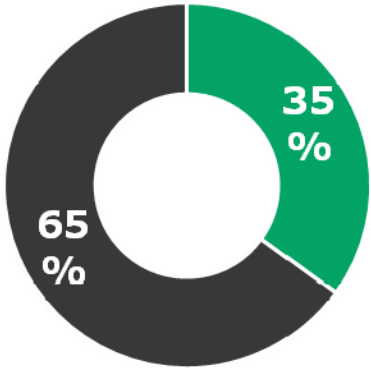
## *Case Study*

- Large multi-national biotechnology corporation with a global supply chain
- Conducted supplier risk assessments regularly for all suppliers at a certain threshold
- 2011 Japanese earthquake rendered several major suppliers incapacitated for months
- Lack of supply and suitable replacement left production at a stand still

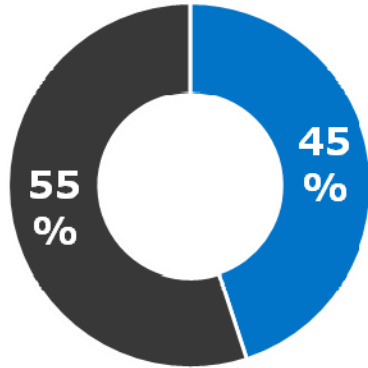
# Risk Beyond Internal Management Systems

## Case Study

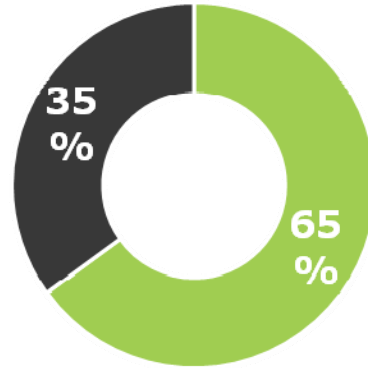
- Resulting corrective action was the creation of a fully integrated supply chain risk assessment that included external factors and identified acceptable replacements



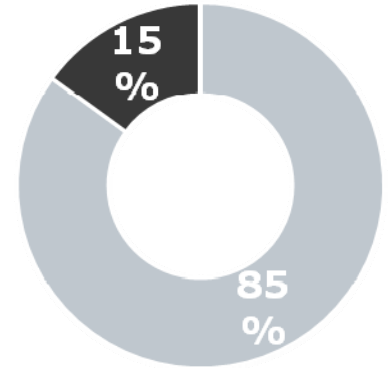
Fiscal Assessment



Geopolitical Assessment




Operational Assessment



Availability Assessment

# Risk Beyond Internal Management Systems











**Risk Screening**

Load R...  
Ca  
  
Life C  
Cat  
Bu  
Bu  
Bu  
Bu  
Bu

## Risk List

Custom Inventory: ...

Add Entry | Delete | List All | Advanced Search Actions

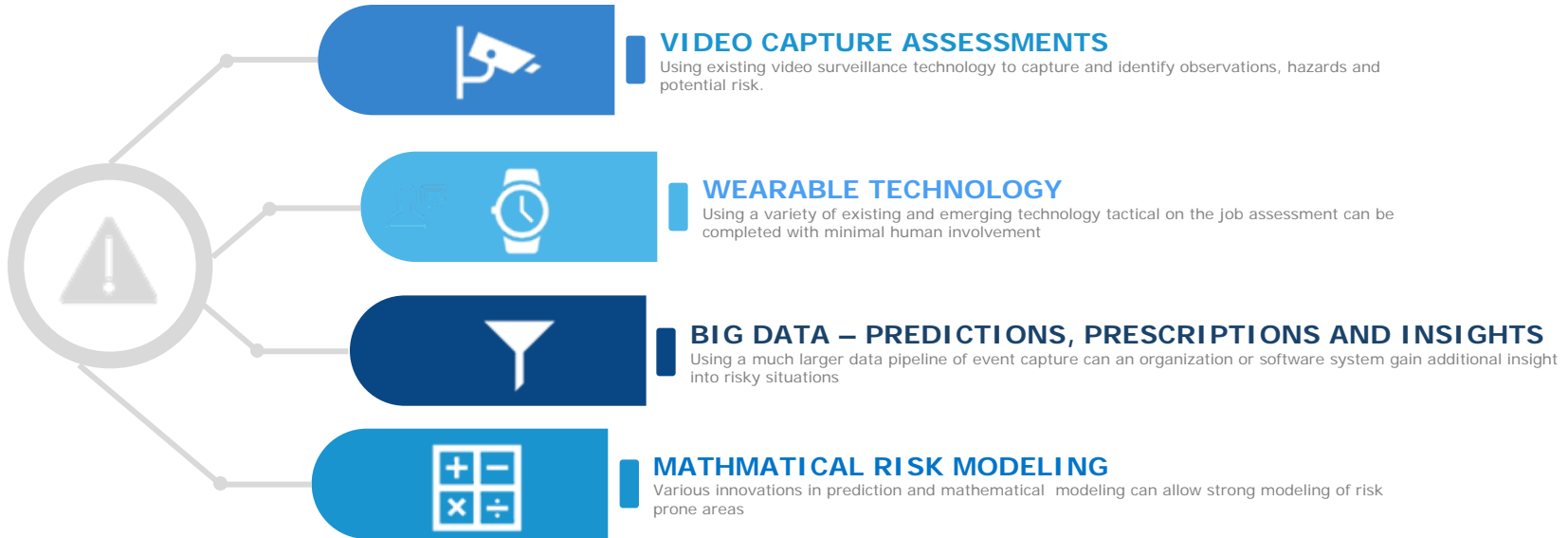
Record No	Type	Name	Description	Location	Owner	Last Assessment	Risk Rank
<input type="checkbox"/>  <a href="#">1691</a>		Financial Z Score		Genentech	Wymen Ho	08/21/2014	Low
<input type="checkbox"/>  <a href="#">1147</a>		Supplier: Curis - New York / Are there any risks that have surfaced from incidents, that indicate need to re-assess and or improve level of understanding about Product/Process & its impacts ?		Genentech		08/19/2014	High
<input type="checkbox"/>  <a href="#">902</a>		Supplier: Curis - New York / Is the financial status of the CMO "At Risk" or "Watchlist"?		Genentech		08/21/2014	Medium
<input type="checkbox"/>  <a href="#">1226</a>		Supplier: Curis - Paris / Any concerns with the CMO complying to the Development or Supply Agreement?		Genentech		08/20/2014	Low

Viewing 1 - 9 of 9 Records

Items Displayed Defa

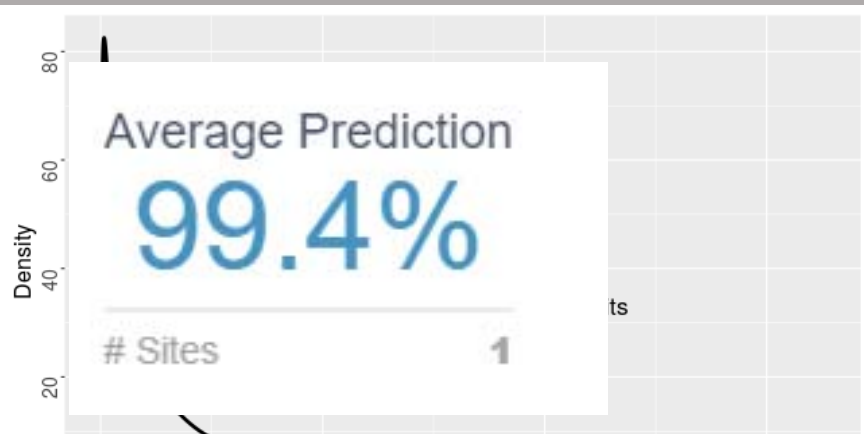
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# Innovations in Assessing Risk

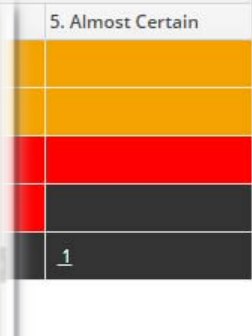
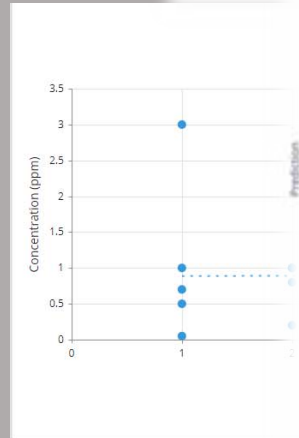
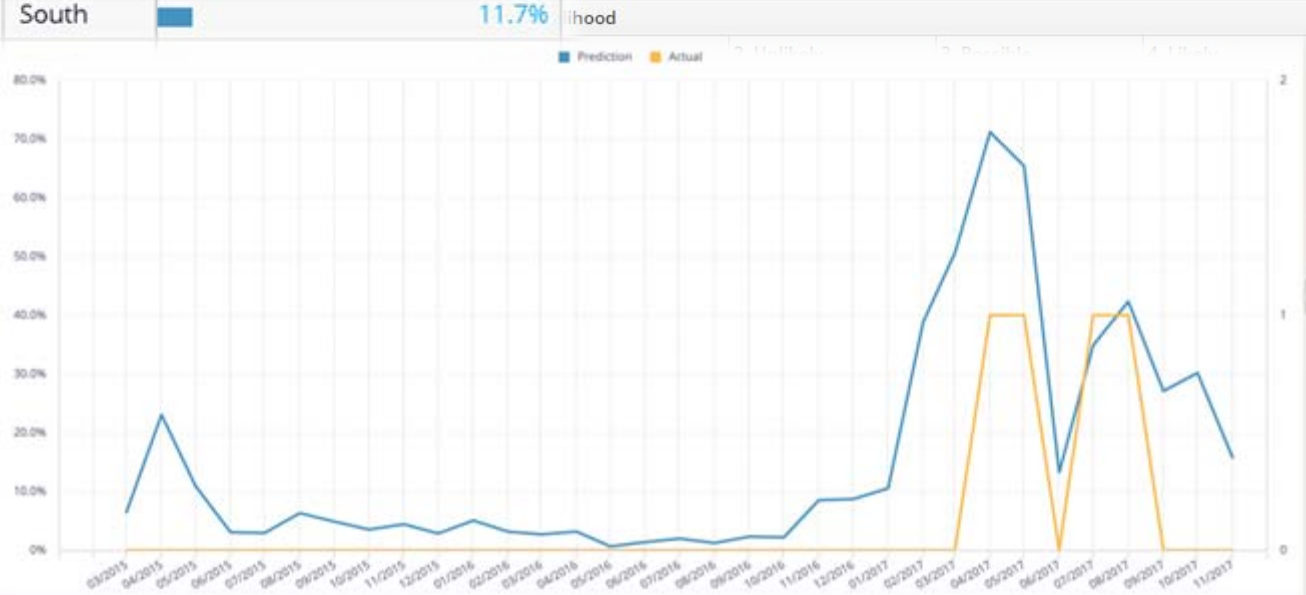




Rig Site	Region	Probability
Site 63	North	99.4%
Site 60	North	74.5%
Site 45	North	52.0%
Site 11	West	27.4%
Site 25	South	25.9%
Site 5	West	25.9%
Site 9	South	20.3%
Site 69	South	11.7%



Site 41  
Site 16





## VIDEO CAPTURE ASSESSMENTS

- Major US Airline trialing video surveillance technology at ticketing counters and gates
- Software is pre-programed to identify various events
- Events are logged an aggregated for all participating locations
- Results are tagged as incidents or hazard observations

# Polling Question?



Do you want an Intelex representative to send more information on its solution?



**Questions?**

**Thank You!**