

MMS-WQM-211

March 26, 2019

Mireaux Management Solutions
ISO/API Consulting ■ Auditing ■ Training ■ Web QMS

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1.0 PURPOSE AND SCOPE

The purpose of this manual is to guide users through the functionality of the Risk Assessment Application (hereinafter **RA Application**). The RA Application is designed to facilitate identifying risks within a Company's processes, and facilitating the process for analyzing and evaluating the risks, to discern those that need to be controlled or treated.

The RA Application works across a Company's various management systems, with the purpose of improving Quality, Environmental, Safety, Information Security, or On-Time Delivery.

NOTE: Fields marked with a red asterisk (*) are required.

2.0 TERMS AND DEFINITIONS

CIP Continual Improvement Program

KPI Key Performance Indicators

RA Risk Assessment

3.0 SECURITY ROLES

| Employee | This user has full access to view or search for information on Web QMS. Any Employee can CREATE RA Events , and ADD Risks to the RA Events they created or ADD Risks to RA Events others created but that are in the Status " Open ". Employees can only EDIT or DELETE RA Events or Risks they CREATED themselves. |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| RA Admin | This role can CREATE, EDIT, or DELETE RA Events , and ADD, EDIT, or DELETE Risks within RAs, regardless of who created them. |
| Administrator | Administrators edit module and content settings as well as authorize users, add roles, view File Manager, and view/clear the Recycle Bin. Administrators have all the capabilities of an Employee and RA Admin as well. |



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4.0 RA APPLICATION FUNCTIONS

| Create New RA Event | View RA Events | Edit or Delete RA Events | Closing or Reopening RA Events | Add or Identify New Risks |
|---------------------------------|-------------------------|-----------------------------|--------------------------------------|------------------------------|
| Acting on a Significant Risk | Risk Assessment KPIs | | | |

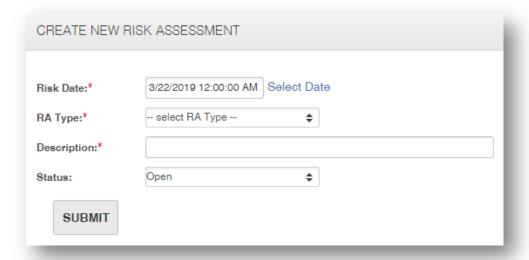
4.1 CREATE NEW RA EVENT

To access the RA Application, from the Main Menu:

- SELECT OPERATIONS
- LOCATE the **Risk Assessment** menu
- CLICK Create New RA



The following screen will appear:



To CREATE a new **RA Event**, complete each field as described below.

- Risk Date: * ENTER the Date when the Risk Assessment was started. This field will default to today.
- **RA Type:** * Using the drop-down menu, SELECT the **type** of risk assessment to be conducted. RA Types coincide with the objective of the standard you are certified to. For example in ISO



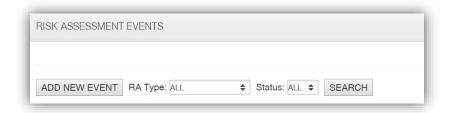
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9001 the objective is Quality, in ISO 14001 it's Environmental, in ISO 45001 it's OH&S, and for ISO 27001 it's Information Security. For API Q1 the objective is Quality or On-Time Delivery, and for API Q2 the objective is across all areas that could affect the service.

- **Description:** * Type some **Information** or the **Reason** for conducting the RA event. For example is this a yearly RA, or is this an RA for a specific project?
- **Status:** SELECT the status of your RA Event, either **Open** or **Closed**. By default this will be open, which means you or anybody else can add or identify Risks within your RA Event. If you have concluded your RA Event or if you don't want anybody else to add or identify Risks within your RA Event, then you can set the status of your RA Event to Closed.

Once all fields have been filled out as appropriate, CLICK **Submit**. The new RA Event has now been created in the **RA Application** and will appear on the **Risk Assessment Events**.

NOTE: You can also create a new RA Event, from within the RA Event screen by CLICKING on the CREATE NEW RA EVENT button as shown below:



4.2 VIEW RISK ASSESSMENT EVENTS

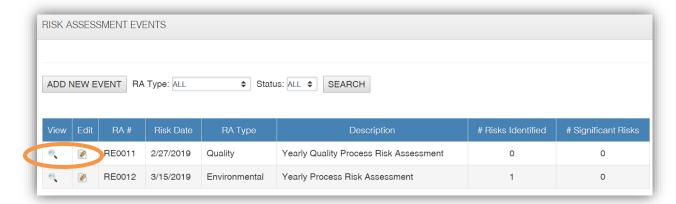
To VIEW all the Risk Assessment Events, from the Main Menu:

- SELECT **OPERATIONS**
- LOCATE the **RA Application** menu
- CLICK Risk Assessments Events

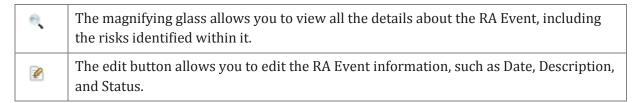


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A list of all RA Events will appear:



Depending on your access permission you may see all 4 icons next to each RA Event or only one.



4.3 EDIT OR DELETE AN RA EVENT

To Edit or Delete an RA Event, from the main menu:

- SELECT OPERATIONS
- LOCATE the **RA Application** menu.
- CLICK Risk Assessments Events
- LOCATE the **RA Event** you want to update
- CLICK on the **Edit** pencil icon and make the necessary changes if desired
- CLICK on the **UPDATE or DELETE** button as applicable

NOTE: The RA Type field can only be edited if no risks have been identified within the RA Event. If risks have already been identified, they must be deleted before changing the RA Type.

4.4 LOCKING OR UNLOCKING AN RA EVENT

All ISO and API standards promote **risk-based thinking** and some standards even ask for **Risk Assessment** to be done as part of any projects or jobs. For this reason, the RA Application is available to any Employees who are Web QMS users.

Employees can VIEW all **RA Events** conducted, and can CREATE **RA Events** on their own. However, in order to ensure that **Risks** are added only to the **RA Events** desired, users have the ability to LOCK or UNLOCK an **RA Event** by changing its **Status**.



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- a. LOCKING an RA Event prevents anyone from adding, editing, or deleting Risks within it.
- b. **UNLOCKING** an RA Event opens the RA Event for adding, editing, or deleting Risks within it.

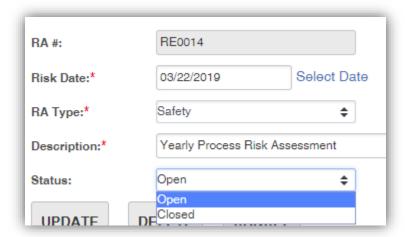
NOTE: RA Events by default can only by edited by the person who created it, and by RA Admins.

To LOCK or UNLOCK an RA Event:

- SELECT **OPERATIONS**
- LOCATE the **RA Application** menu
- CLICK Risk Assessments Events, the following screen appears:

| View | Edit | RA# | Risk Date | RA Type | Description | # Risks Identified | # Significant Risks |
|------|------|--------|-----------|---------------|----------------------------------------|--------------------|---------------------|
| 0 | | RE0011 | 2/27/2019 | Quality | Yearly Quality Process Risk Assessment | 0 | 0 |
| 0 | | RE0012 | 3/15/2019 | Environmental | Yearly Process Risk Assessment | 1 | 0 |
| 0 | | RE0013 | 3/22/2019 | Safety | Yearly Process Risk Assessment | 1 | 1 |
| 0 | | RE0014 | 3/22/2019 | Safety | Yearly Process Risk Assessment | 1 | 1 |

- LOCATE the **RA Event** you want to update
- CLICK on the **Edit** pencil icon, the following screen appears:



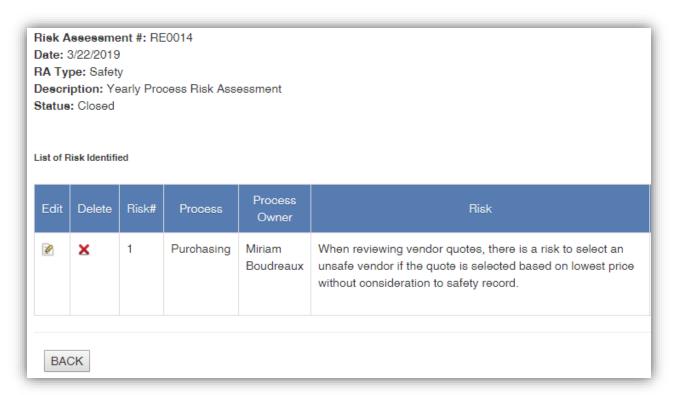
- To LOCK the RA Event, SET the Status to Closed
- CLICK on the **UPDATE** button
 You will be redirected back to the RA Event View screen:





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Notice that the RA Event (as shown to a different user) has a LOCK icon indicating it can no longer be edited. This is the default for any RA Events created by somebody else, however, if you CLICK on the Magnifying Glass icon, the ADD RISK button is no longer available:



To UNLOCK the RA Event, SET the Status back to OPEN

NOTE: An Employee can only LOCK or UNLOCK **RA Events** he/she created. Access for Admins, or RA Admins is not restricted.

4.5 ADD OR IDENTIFY NEW RISKS

Once you have created an RA Event, you can add or identify new risk. From the Main Menu:

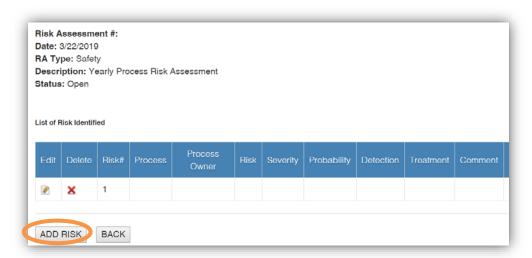
- SELECT OPERATIONS
- LOCATE the **RA Application** menu
- CLICK Risk Assessment Events
- LOCATE the **RA Event** you want to add risks to. A list of all RA Events will appear:



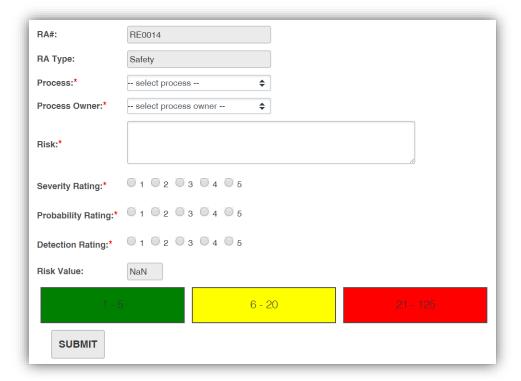


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• CLICK the magnifying glass next to the RA Event desired. The following screen comes up:



• CLICK the button **ADD RISK**, the RA Input Screen appears:



To add/create a new RISK, complete each field as described below.

- **Process**: * SELECT the Process from the list available. These are the processes from the organization.
- **Process Owner**: * SELECT the Employee from all available Web QMS Users, who is responsible for the Process or this particular area where the Risk has been identified.



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• **Risk:** * TYPE here a description of the Risk. Add as much detail to show the potential or imminent failure, and the source or probable cause of this failure. When the risk is described appropriately, including having a good description of the source, it will facilitate the implementation of controls to avoid the risk. When you are done, read and ask yourself whether one could understand the risk without much context, or whether you will even understand the risk 3 to 6 months from now. The table below provides guidance for writing adequate descriptions of riks.

Table 1. Guidance for Writing Risks

| Poor | Ok | Best |
|----------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Review vendor quotes | Review vendor quotes based on price | When reviewing vendor quotes, there is a risk to select an unsafe vendor if the quote is selected based on lowest price without consideration to safety record. |
| This does not tell me what the risk is when reviewing vendor quotes. | Even with additional info, this still does not tell me what the risk is when reviewing vendor quotes based on price. | What is the risk when reviewing vendor quotes? That an unsafe vendor is picked. How could this happen? If the quote is reviewed solely on price and not on safety record. |

- **Severity Rating**: * Severity is the level of criticality the risk would have if materialized. CLICK the appropriate radio button on the scale provided. Scroll down to see a definition of each of the Severity points on the scale.
- **Probability Rating**: * Probability is the likelihood that the risk will occur. CLICK the appropriate radio button on the scale provided. Scroll down to see a definition of each of the Probability points on the scale.
- **Detection Rating:** * Detection is the likelihood that the risk can be identified before it actually happens. CLICK the appropriate radio button of the scale provided. Scroll down to see a definition of each of the Detection points on the scale.
- **Risk Value**: Risk Value is the multiplication of the Severity times the Probability times the Detection. The system will calculate this automatically based on the ratings selected.

The color coded band shown below the Risk Value will help determine if the risk is significant or not.





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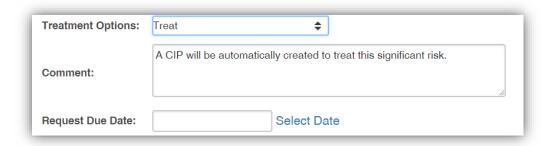
- **Treatment Option**: SELECT the most appropriate treatment for the risk based on its **Risk Value**. Options are:
 - o **Treat**: Treat the risk by adding new controls thus reducing the cost and/or probability of the adverse event.
 - o **Tolerate**: Accept the risk without any attempt to reduce the risk. In this case the risk level will remain the same.
 - o **Transfer**: Transfer the risk by outsourcing or contracting the activity or process to a vendor. Another possibility is transferring the liability by acquiring insurance. This option should decrease the risk level to a maximum acceptable level.
 - o **Terminate**: Avoid the risk completely by changing business practices such that the likelihood no longer exists. The risk level will become null.

The table below provides guidance on the Treatment.

Table 2. Guidance for Selecting Appropriate Treatment

| Green | Yellow | Red |
|----------------------------|--------------------------|-----------------------------------------------|
| Represents no to low risks | Represents medium risk | Represents a Significant or high risk. |
| No Treatment is required | No Treatment is required | A Treatment Option shall be selected. |

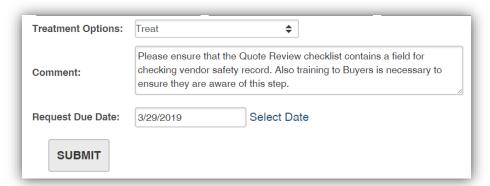
If the Treatment Option "**Treat**" is selected, the RA Application will ask a few more questions in order to automatically CREATE a **CIP** with the source = **Significant Risk**.





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Add or replace the default **Comment** to anything you desire and select a date you would like for the **Treatment** to be completed by.



Once all fields have been filled out as appropriate, CLICK **Submit**. The new risk is now added to the RA Event and will appear on the **detailed view** for the RA Event with a link to the **CIP** generated.



You can continue to ADD more **risks** to the **RA Event** as desired or until all risk scenarios have been exhausted.

4.6 EDIT OR DELETE A RISK

To Edit or Delete risks that are part of an RA Event, from the Main Menu:

- SELECT OPERATIONS
- LOCATE the **RA Application** menu
- CLICK **Risk Assessment Events**, a list of all RA Events will appear
- LOCATE the RA Event you want to Edit or Delete risks



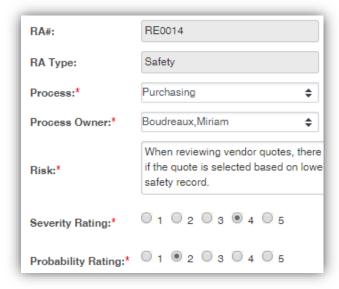


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• CLICK on the Magnifying Glass icon, a list of all Risk within the RA Event will appear:



• To **Edit** a **Risk**, CLICK the pencil **Edit** Icon. The Risk will appear with all the fields in Edit mode. Make changes as desired and CLICK **Submit** when done.



• To **Delete** a **Risk**, CLICK on the Delete icon next to the Risk.



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4.7 ACTING ON A SIGNIFICANT RISK

Risk Events which yield Significant Risks require a Treatment Option. If the Treatment Option selected was **Treat** and a CIP was automatically created, you can ensure that the treatment or controls are put in place by acting on the CIP and following up to a successful closure.

To locate the CIP, from the Main Menu:

- SELECT **OPERATIONS**
- LOCATE the **RA Application** menu
- CLICK **Risk Assessment Events**, a list of all RA Events will appear:



The screen shows a summary of the number of Risks Identified within an RA Event, as well as the number of Significant Risks within that RA Event.

• To View a Significant Risk, CLICK on the Magnifying Glass icon for the desired RA Event:



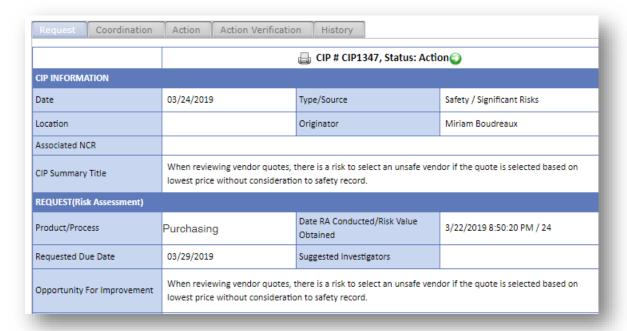


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• The Significant Risk will show the CIP number issued. CLICK on the CIP number:

| Li | ist of Risk Identified | | | | | | | | | | | |
|----|------------------------|--------|-------|------------|---------------------|---------------------------------------------------------------------------|----------|-------------|-----------|-----------|--------------------------------------------------------------|---------------|
| | Edit | Delete | Risk# | Process | Process Owner | Risk | Severity | Probability | Detection | Treatment | Comment | CIP Number |
| | 2 | × | 1 | Purchasing | Miriam Boudreaux | When reviewing vendor quotes, there is a risk to select an | 4 | 2 | 3 | Treat | Please ensure that the Quote Review checklist | CIP1347 |

• You will now be redirected to the CIP screen. The CIP has taken the Action path and is now waiting for Action:



Proceed as usual in order to close the CIP.

4.8 RISK ASSESSMENT KPIS

Key Performance Indicators (**KPI**s) display real-time Risk Assessment information in a graphical format

To access the **KPIs** page, from the Main Menu:

SELECT OPERATIONS



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- LOCATE the RA Application menu.
- CLICK KPIs



The following screen appears:



To view KPI data for RA Events, you can filter by either the RA Type or Date To/From fields. Once the filters have been applied, CLICK Run Report and Chart.

The results contain several KPI graphs which display real-time information about the RA Events. When the report contains no data, a chart may not appear.

Available Graphs are as follows:

- Number of Risk by Process
- Number of Significant Risks per RA Type
- Number of Significant Risks by Status

5.0 RA APPLICATION CONFIGURATION SETTINGS

Add, Edit, Delete Add, Edit, Delete Risk Setting Attributes, Setting Attribute
Processes Types Scale, and Bands Definitions

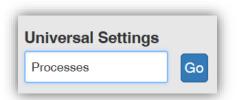
5.1 ADD, EDIT, OR DELETE PROCESSES

To access the **Web QMS Settings** page, from the Main Menu:

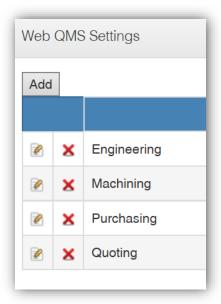
- SELECT ADMINISTRATORS
- CLICK Web QMS Settings
- LOCATE the **Universal Settings** drop down on the left menu



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• SELECT Processes and CLICK on the **Go** button, the following screen appears:



• Click on the following buttons to perform the desired functions:

| Add | The Add button allows you to add a new Process. |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | The Edit button allows you to edit the existing Process. |
| × | The delete button allows you to delete a Process altogether. Bear in mind that these Processes are used in multiple applications on Web QMS, so be overly cautious when deleting universal variables. |

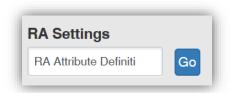
5.2 ADD, EDIT, OR DELETE RISK TYPES

To access the **Web QMS Settings** page, from the Main Menu:

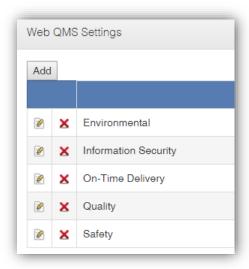
- SELECT **ADMINISTRATORS**
- CLICK Web QMS Settings
- LOCATE the **RA Settings** drop down on the left menu



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From the Web QMS Settings/RA Settings drop down menu, SELECT **RA Types** and click **GO**. The following screen appears:



Click on the following buttons to perform the desired functions:

| Add | The Add button allows you to add a new type of Risk Assessment. |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| 2 | The Edit button allows you to edit the existing RA Type . |
| The delete button allows you to delete the RA Type altogether. Bear in mis supplier was assigned this RA Type , the type will stay within the RA Event | |

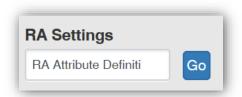
5.3 SETTING ATTRIBUTES, SCALE, AND BANDS

To access the **Web QMS Settings** page, from the Main Menu:

- SELECT **ADMINISTRATORS**
- CLICK Web QMS Settings
- LOCATE the **RA Settings** drop down on the left menu.



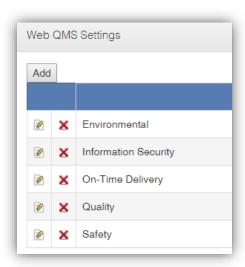
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From the Web QMS Settings/RA Settings drop down menu, SELECT **RA Attributes & Scales** and click **GO**.

Here you will be able to setup which attributes to use within a specific RA Type, as well as the Scale and the bands that will serve as threshold for establishing risk significance.

a. First click on the pencil icon to edit the RA Type you want to setup:



- b. SCROLL DOWN below the table to see the available settings.
- c. On the ATTRIBUTES settings, SELECT the **Attributes** you want to use for this **RA Type**. You should SELECT at minimum one attribute in order to conduct the Risk Analysis.





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d. On the SCALE settings, SELECT the **Rating** you want to use as the highest for each **Attribute** within this **RA Type**. You can select anywhere from 2 to 10.

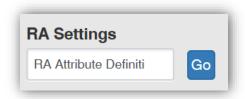


- e. To setup the bands, you will now need to assign the lower and upper limits for each of the allowed bands:
 - **Low Risk**: This is the band with the **Green** color. Risk Values which fall in this band typically do not require treatment.
 - **Medium Risk**: This is the band with the **Yellow** color. Risk Values which fall in this band typically do not require treatment.
 - **High Risk**: This is the band with the **Red** color. Risk Values which fall in this band typically require treatment.
- f. Once you complete making all selections, CLICK **SUBMIT**.

5.4 SETTING ATTRIBUTE DEFINITIONS

To access the **Web QMS Settings** page, from the Main Menu:

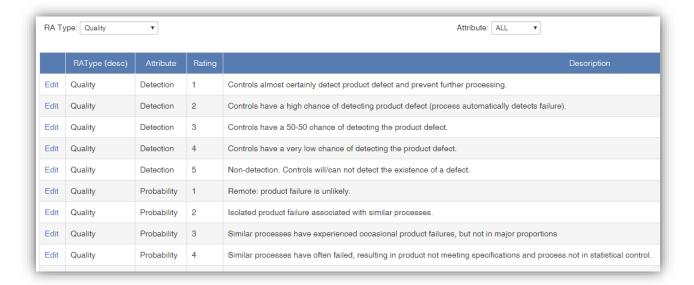
- SELECT ADMINISTRATORS
- CLICK Web QMS Settings
- LOCATE the **RA Settings** drop down on the left menu.



From the Web QMS Settings/RA Settings drop down menu, SELECT **RA Attributes Definition** and click **GO**. You will see the following table:



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Here you can edit each **Attribute Rating** within each **RA Type** to have a clear definition that will help employees conducting **RA Events** make better decisions when assigning a rating to a **Risk**. Make your definitions match your industry and specifically your own company products and services. The following example should help illustrate the importance of having clear and applicable definitions.

Example 1: Definitions applicable to Manufacturing Company

In this example, you can see that **Severity Ratings** 2 and 3 for **Quality** talk about rework, repair, and functionality. This is very much applicable to products and will be hard to correlate to a service company, therefore making it less useful for your Employees.

| ı | | | | |
|---|---------|----------|---|--------------------------------------------------------------------------------------|
| | Quality | Severity | 2 | May result in minor rework and cause slight customer annoyance but still functional. |
| | Quality | Severity | 3 | May cause unscheduled rework or repair, will cause some customer dissatisfaction. |

Example 2: Poor definitions

In this example, you can see that **Severity Ratings** 1 and 2 for **Safety** are very vague and will not help Employees much when trying to determine the severity of the **Risk**.

| Safety | Severity | 4 | high |
|--------|----------|---|-----------|
| Safety | Severity | 5 | very high |



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On the contrary, well-defined **Ratings** like the ones shown below, will help Employees decide the correct **Severity Rating** of the **Risk**.

| Safety | Severity | 4 | Single fatality: From an accident or occupational illness (poisoning, cancer). |
|--------|----------|---|------------------------------------------------------------------------------------|
| Safety | Severity | 5 | Multiple fatalities: From an accident or occupational illness (poisoning, cancer). |

NOTE: The values in the table have been pre-populated for all the **5 RA Types** that come default with the **RA Application**. The values correspond to the **Scale 1 to 5**, which is also the default for all **RA Types**.

REVIEW all **Attribute Definitions** before using the **RA Application** in your company.

6.0 REVISION LOG

| DATE | SECTION | DESCRIPTION OF CHANGE | APPROVED BY |
|------------|---------|-----------------------|--------------|
| 03/26/2019 | All | Original Release | M. Boudreaux |