 <p>Republic of the Philippines  <b>City of Koronadal Water District</b>          Block I, Casa Subd., Zone III, City of          Koronadal, South Cotabat</p>	DOC ID No.:	Date of Issuance:
	<b>CKWD-QP-ISO-002</b>	<b>02-03-2017</b>
	Division/Section:	Revision No.
TITLE:	<b>RISK MANAGEMENT PROCEDURE</b>	Date of Revision:

## 1.0 OBJECTIVE

This document aims to define the processes involved in identifying Risks and Opportunities on the Quality Management System of CITY OF KORONADAL WATER DISTRICT as required by ISO 9001:2015.

## 2.0 SCOPE

This document covers the processes of identifying, analyzing, evaluating and monitoring of risks and opportunities for QMS of CITY OF KORONADAL WATER DISTRICT.

## 3.0 DEFINITION OF TERMS

- 3.1 Risk – is often characterized by reference to potential events and consequences, or a combination of these.
- 3.2 Significant Risk – Risks with an overall rating of 12 and above.
- 3.3 Risk Tolerance – Level of Risk that is considered acceptable.
- 3.4 SWOT – Strength, Weaknesses, Opportunities and Threats.
- 3.5 SWOT Analysis – a tool used to analyze the organization’s Strength, Weaknesses, Opportunities and Threats.
- 3.6 Risk and Opportunities – Potential adverse effects (threats) and potential beneficial effects (opportunities).

## 4.0 REFERENCE DOCUMENTS

- 4.1 Management Review Procedure
- 4.2 Corrective Action Procedure
- 4.3 Control of Nonconforming Services Procedure

## 5.0 RESPONSIBILITY AND AUTHORITY

- 5.1 Concerned Department / Division shall be responsible for:
  - 5.1.1 Identifying, analyzing and evaluating risks and opportunities of their respective departments.
  - 5.1.2 Determining the need to take action to address risks and opportunities.
  - 5.1.3 Determine, implement and monitor the implementation of actions to address risks and opportunities.
- 5.2 Department / Division Heads shall be responsible for:
  - 5.2.1 Reviewing the departments’ Risks and Opportunities.
  - 5.2.2 Determining resources needed associated with the actions necessary to address the Risks and Opportunities.
- 5.3 Top Management shall be responsible for:
  - 5.3.1 Approving actions and resources necessary to address the risks and opportunities.
  - 5.3.2 Ensuring that status of risks and opportunities are reported during the scheduled Management Review.
- 5.4 The ISO Facilitator shall be responsible to ensure that action plans to address risks and opportunities are integrated on the Organization’s QMS.

## 6.0 PROCEDURE DETAILS

### 6.1 Communication and Consultation

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**RISK MANAGEMENT PROCEDURE**

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Process Flow	In-charge	Process Description	Records
	<p>Top Management &amp; General Manager</p>	<p>Shall determine internal and external stakeholders which will be consulted all throughout the risk management process.</p> <p><i>Note:</i>  <i>The concerned department shall constantly communicate and consult with the stakeholders during the course of performing risk management.</i></p>	<p>SWOT Analysis Form</p>
	<p>Top Management and Department / Division Heads</p>	<p>Shall determine the internal and external issues relevant to the organizations strategic directions.</p> <p><i>Note:</i>  <i>SWOT analysis shall be used in determining the internal and external issues.</i></p>	<p>SWOT Analysis Form</p>
	<p>Top Management and Department / Division Heads</p>	<p>Shall determine the Needs and Expectation of the Interested Parties that might affect the production and service provision.</p>	<p>Needs and Expectation of Interested Parties Form</p>

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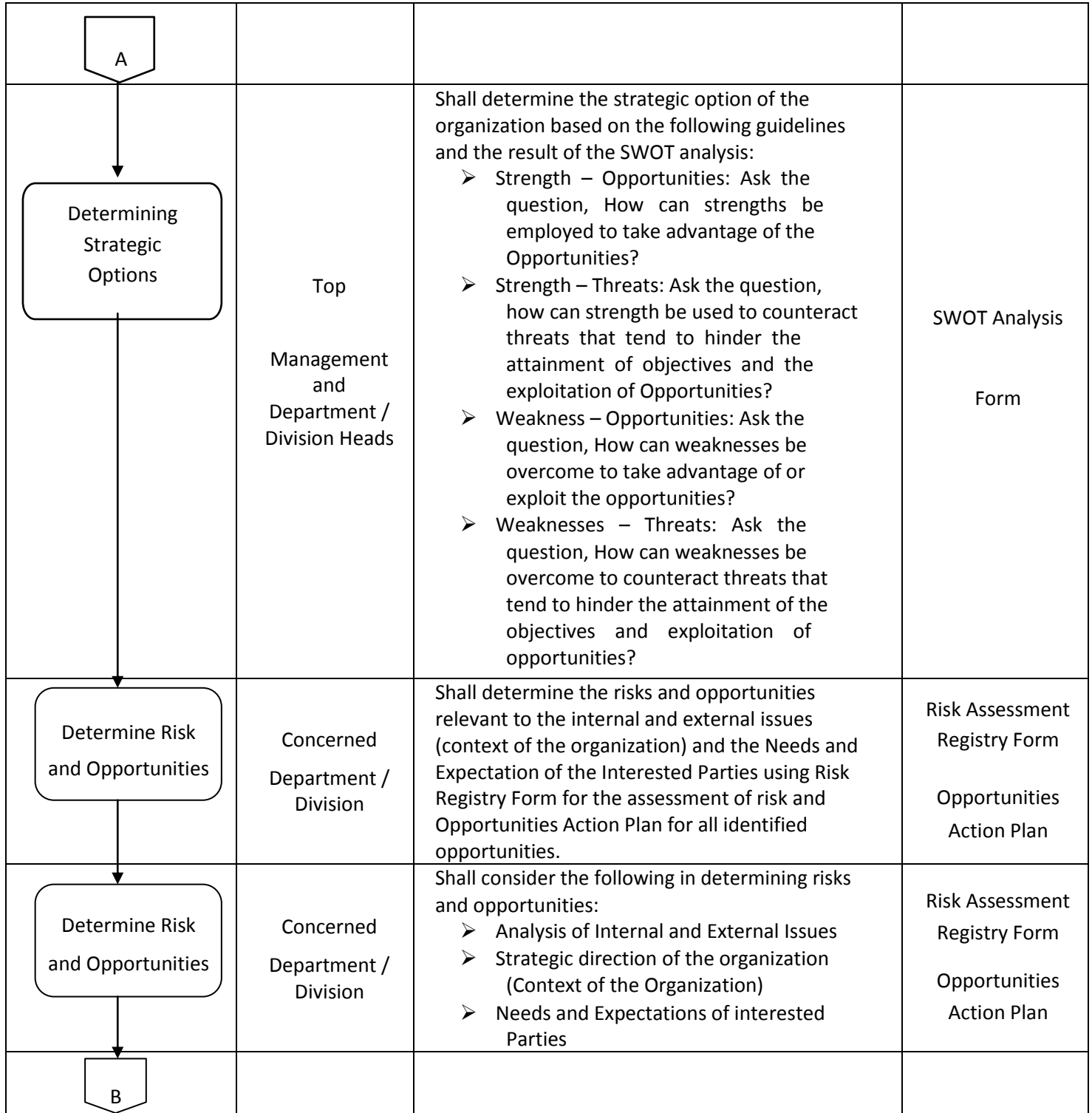
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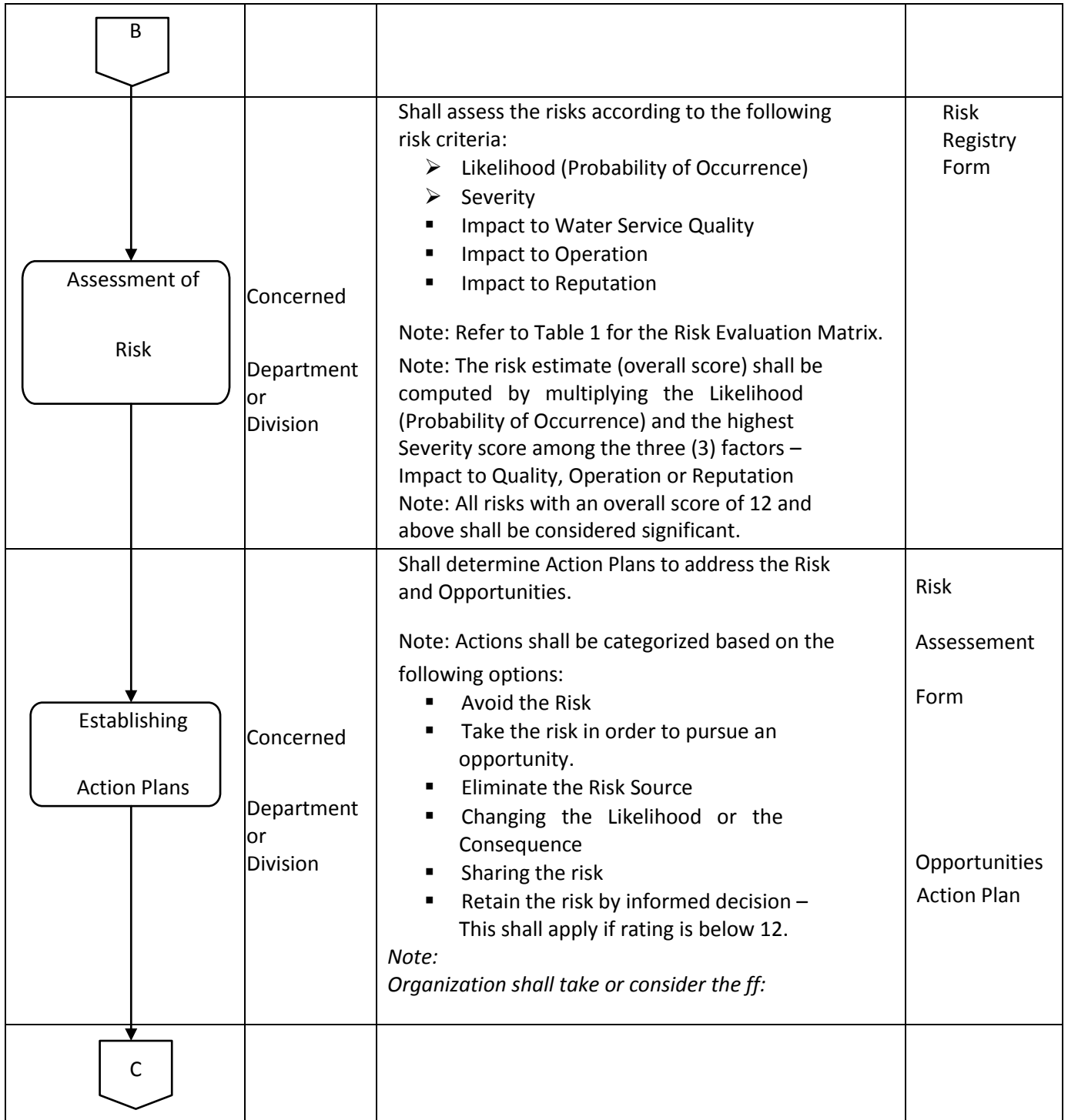
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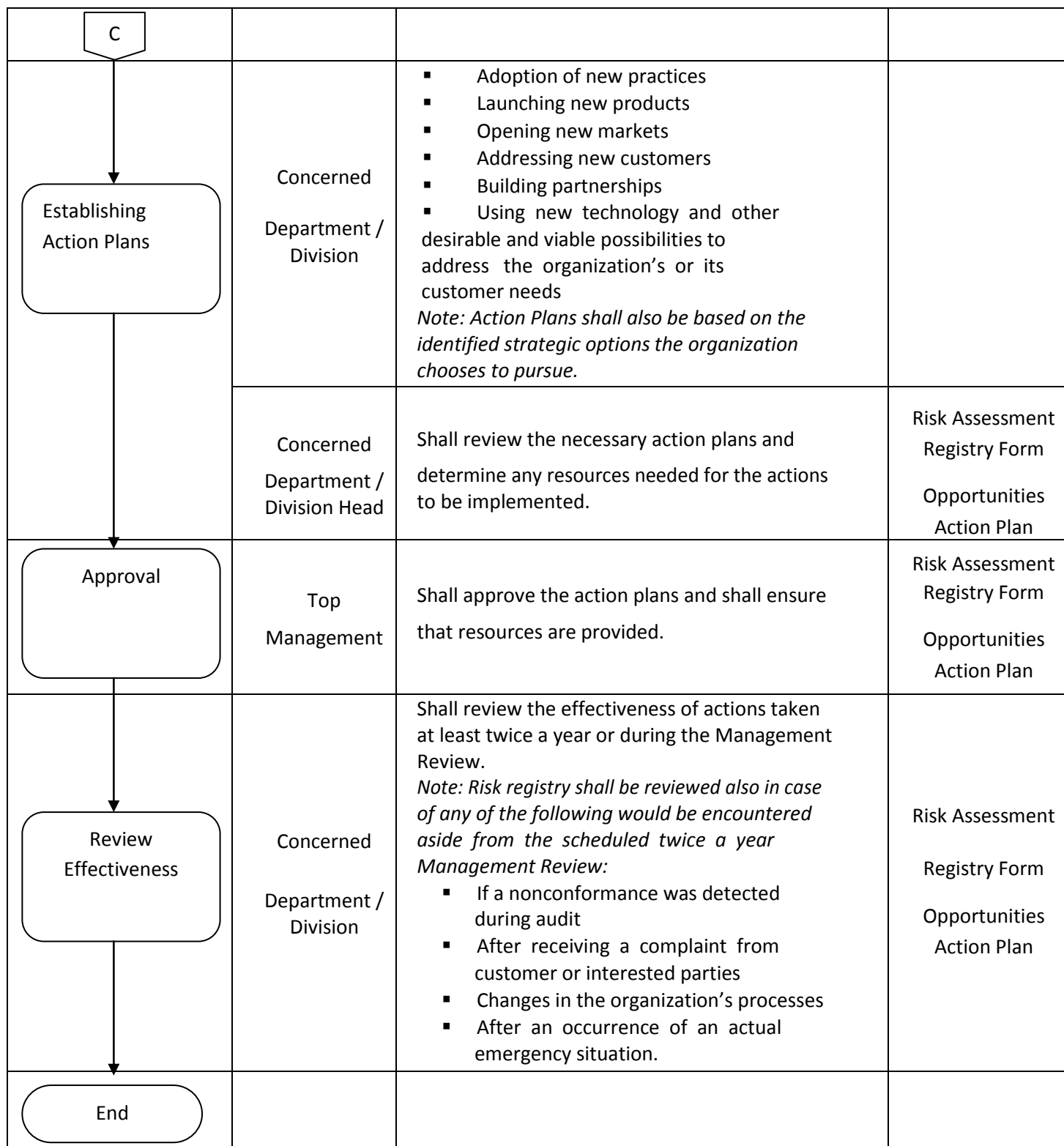




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## 6.2 Reports

Reports	Frequency	Responsible
Risk Registry	Once a year or as need	Department/Divisions
Opportunities Action Plan	Once a year or as need	Department/Divisions
SWOT Analysis (Internal and External Issues)	Once a year	Department Heads OGM
Needs and Expectation of Interested Parties	Once a year	Department Heads OGM

## 7.0 PERFORMANCE INDICATORS

- 7.1 All Risks are reduced to an acceptable level.
- 7.2 Risk Registry shall be reviewed once a year and shall be updated as necessary.

## 8.0 ATTACHMENTS AND FORMS

- 8.1 Form 1 SWOT Analysis
- 8.2 Form 2 Needs and Expectation of Interested Parties
- 8.3 Form 3 Risk Registry
- 8.4 Form 4 Opportunities Action Plan
- 8.5 Table 1 Risk Evaluation Matrix

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