

# Risk Management

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Stuart Duncan, Property Risk Management Officer

# Risk Management

Recognising things that might / do go (or have) gone wrong /  
can go better and making sure we do something about them  
*...before it happens!*

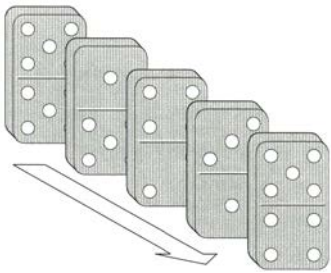
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**‘Things Happen?’**

Life is full of imperfections and unforeseeable events  
*c'est la vie! "That's life!" or "Such is life!" or "It is what it is!"*

**‘Domino Effect’**

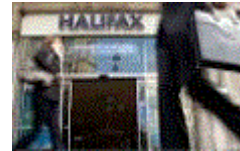


Chain reaction – small change causes a similar change nearby, which then causes another similar change...etc.

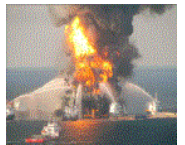
*Find the Root Cause*

**‘Management / System failure’**

HBOS: ‘a colossal failure of management’



Deepwater oil spill: a 'classic failure' of BP management

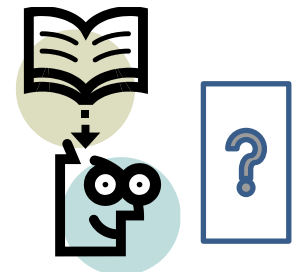


*Examine processes*

**‘Insufficient Action?’**

Why employees don’t do what they are supposed to do?

*...Employees don’t know what they are supposed to do...*



When I was wee I watched Star Trek and always thought that Captain Kirk could solve any problem during their journey boldly going where no one went before.

These guys were the best at Risk Management.

So I'm going to beam them back from the TV and Films to help show us the way...

"Oh No!  
It's the Design and Property  
guys! "

"There's an Architect!"



*"They won't speak!"*

"I'll shout, that'll wake  
them up!"



"OK let's go for it!"



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*...before it happens!*

**‘Looking  
ahead’**

*Anything coming up that might go wrong?*

**‘Brain Storming’**

*Where / When do we discuss things that might go wrong?*

**‘Programmes’**

*Are Project risks recorded?*

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**'It's Happened  
before'**

*Do we record 'Near misses?'*

**'Obvious /  
Logical'**

*How do we learn from the past?*

**'We've been  
Lucky'**

*How do we manage Contractor performance?*

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### **‘Be Prepared’**

*Do you know where Procedures are / have you read them?*

### **‘Keep Trying’**

*Information system will drive improvements*



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**‘Positive  
attitude’**

*Team working is key – we have the answers*

**‘Options’**

*Problem shared is a Problem solved*

**‘Contingencies’**

*What else*

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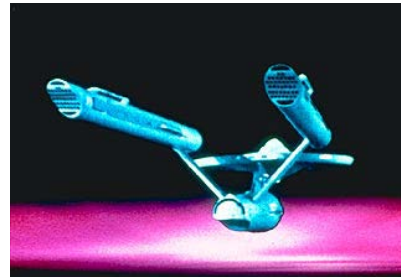
**'Realistic  
Timescale'**

*Are our programmes realistic?*

**'Beware of  
Assumptions'**

*Think it through*

Let's boldly go...





**The Highland  
Council  
Comhairle na  
Gàidhealtachd**

# Any Questions?

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