

ISO customer



Risk is all about uncertainty or more importantly the effect of uncertainty on the achievement of objectives. ISO 31000:2009, *Risk Management – Principles and guidelines*, published on 15 November 2009 is clearly focused on the achievement of objectives and encourages management to have a clear knowledge and understanding of who are the organizations stakeholders and how their requirements can be satisfied.

Without risk there is no reward or progress, but unless risk is managed effectively within an organization the opportunities will not be maximized and the threats minimized resulting, amongst many things, in customer dissatisfaction. ISO 31000:2009 sets out to help industry and commerce, public and private, large and small to confidently manage any uncertainty that will have an effect on the achievement of their objectives, especially with respect to customer expectations.

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Risk management

Among the hundreds of ISO standards published in 2009 were three that provide a well-stocked toolbox for risk management, meeting customers' needs and expectations by helping organizations of all types and sizes to manage risk effectively.

- ISO 31000:2009, *Risk management – Principles and guidelines*, provides principles, a framework and a process for managing any form of risk in a transparent, systematic and credible manner within any scope or context
- ISO/IEC 31010:2009, *Risk management – Risk assessment techniques*, will assist organizations in implementing the risk management principles and guidelines provided in ISO 31000
- ISO Guide 73:2009, *Risk management – Vocabulary*, complements ISO 31000 by providing a collection of terms and definitions relating to the management of risk.



Climate change and clean energy

2009 was a crucial year in the international effort to address climate change, culminating in the United Nations Climate Change Conference in Copenhagen (COP15) at the end of the year.



At the conference, ISO presented its standards on climate change, energy and the environment, as support to multi-lateral agreements. They provide a basis for ensuring trust, integrity and effective management in the quantification, measurement and verification of greenhouse gas (GHG) mitigation efforts, and practical tools for the development of energy efficiency and alternative energy sources.

