

Alloy Toll Management Sdn Bhd												Doc. No.		: APPENDIX 14					
												Version No		: 1.0					
RISK ASSESSMENT - IT CORRECTIVE & PREVENTIVE ACTION												Effecitve Date		: 15/10/2020					
Process	Failure Mode/ Potential Failure Mode	Consequence of Failure Mode	S	Root Cause (s) of Failure Mode	O	Current Process Controls	D	RPN	Significant Risk (Yes/ No)	Recommended Action (s)/ Opportunity	Responsibility and Target Completion Date	Action Results							
												Action Taken	R1	R2	S	O	D	RPN	Significant Risk (Yes/ No)
<u>Preventive Maintenance</u>	Not achieve 99% lane uptime	Quality objective not met.	8	Equipment failure	6	Internal rectification	4	192	Yes	To establish periodic preventive maintenance	IT Hardware team	Perform monthly preventive maintenance at all toll lanes.	10/5/2020	11/5/2020	6	4	2	48	No
		Optimum lane were failed to open.		Spare part out of stock.	6	Monitor Periodic stock take.	2	96	To increase minimum stock balance.	Minimum stock balace already increased and state by region									
<u>Corrective Maintenance</u>	Not achieve 99% respon time (2hours)	Quality objective not met.	8	Not enough man power	7	Internal rectification	8	448	Yes	To establish periodic corrective maintenance	IT Hardware team	State man power by region cover	10/5/2020	11/5/2020	6	3	3	54	No
		Respon and attend more than 2 hours		Communication Fail	2	Create ITCC, for 1st level respond and monitoring.	2	32	No	All problem will report/communicat e with ITCC		SV & ITCC							