



**OPENAPPS**

Harmonize **PEOPLE**, **BUSINESS** and **TECHNOLOGY**

MS ISO 9001:2015 Sistem Pengurusan Kualiti  
OpenApps Sdn Bhd (548151-W)

## **Jadual Kandungan**

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## I Rekod Pindaan

Tarikh Pindaan	No Pindaan/No Keluaran	Rujukan Pindaan Mukasurat	Butir-butir Pindaan	Diluluskan Oleh
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## II Senarai Pemegang Dokumen

No. Salinan Terkawal	Pemegang Dokumen
RAM.OA.01(01)	Pengarah Urusan (MD) - (Management Dept.)
RAM.OA.01(02)	Senior VP - (Management Dept.)
RAM.OA.01(03)	Wakil Pengurusan
RAM.OA.01(04)	Financial Controller - (Admin and Finance Dept.)
RAM.OA.01(05)	Pengurus Sumber Manusia - (Admin and Finance Dept.)
RAM.OA.01(06)	Pengurus Jabatan Jualan - (Sales Dept.)
RAM.OA.01(07)	Pengurus Teknikal - (Technical Dept.)
RAM.OA.01(08)	Eksekutif - (Management Dept.)
RAM.OA.01(09)	Eksekutif - (Admin and Finance Dept.)
RAM.OA.01(10)	Eksekutif - (Sales Dept.)
RAM.OA.01(11)	Pengurus Dokumen
RAM.OA.01(12)	Urusetia - (Admin and Finance Dept.)
RAM.OA.01(13)	Simpanan - Registri

## 1.0 Objektif

Keperluan menaksir dan mengurus risiko (Risk Assessment and Management)(RAM) dilaksanakan semasa proses pemantauan dan penyerahan projek integrasi sistem (PK(O).OA.02). Penaksiran risiko dilaksanakan dengan menilai isu-isu dalaman dan luaran yang boleh memberi impak kepada memuktamadkan serahan projek (project deliverable).

## 2.0 Skop

RAM dilaksanakan oleh pengurus projek sebagai tindakan pre-emptif untuk mengenal pasti kebarangkalian sesuatu risiko boleh mengakibatkan kelewatan serahan projek kepada pengguna.

Syarikat memilih 3 langkah RAM (lihat lampiran A) yang berikut:

Fasa penaksiran risiko

1. Analisa risiko yang terdiri dari:
  - a. Kenalpasti kemudaratan atau ancaman;
  - b. Kenalpasti keadaan ancaman; dan
  - c. Tentukan kebarangkalian berlaku.
2. Penilaian risiko dengan langkah-langkah berikut:
  - a. Periksa risiko; dan
  - b. Nilai tahap boleh terima (Tolerable).
3. Fasa kawalan risiko iaitu
  - a. Kenalpasti bentuk kawalan; dan
  - b. Pantau keberkesanan.

## 3.0 Rujukan

Pelaksanaan RAM merujuk kepada seksyen-seksyen di dalam MK.OA.01 yang berikut:

- i. Seksyen 4.4.1 (f);
- ii. Seksyen 6.1 Tindakan menyatakan risiko dan peluang; dan
- iii. Seksyen 9.1 Pemantauan, pengukuran, analisis dan penilaian.

## 4.0 Definisi

**4.1 Mudarat (Consequence)** Tahap yang boleh meningkatkan kesan berisiko yang diukur pada 5 skala iaitu skala 1 (Tidak signifikan) sehingga 5 (Bencana) lihat Lampiran C.

**4.2 Kebarangkalian (Likelihood)** Skala kemungkinan sesuatu kejadian berlaku yang diukur pada 5 skala iaitu skala 1 (Tidak signifikan) sehingga 5 (Paling kerap) lihat Lampiran C.

- 4.3 Risiko (Risk)** Secara umum, kemungkinan sesuatu keadaan berlaku yang mengakibatkan kehilangan, kemusnahan dan kemudaratan yang khususnya berpunca dari pengendalian yang tidak teliti.
- 4.4 Pengurangan (Mitigation)** Kaedah atau langkah-langkah yang diambil untuk mengurangi, mengatasi atau mengelak risiko.
- 4.5 Risiko dan fungsi pelaksanaan OA** Risiko serta kesan terhadap penyerahan projek yang dijejak kepada fungsi utama pelaksanaan setiap jabatan bagi maksud mitigasi lihat lampiran B.

## 5.0 Singkatan

## 6.0 Tanggungjawab dan Tindakan

Tanggungjawab	Tindakan
Pengurus projek	1. Laksana RAM.
Pengurus Jabatan	2. Kenal pasti sumber tersedia bagi pelaksanaan langkah-langkah pengurangan. 3. Lantik pemilik proses untuk pelaksanaan di perenggan 2.
Wakil pengurusan	4. Rekod risiko, inisiatif dan pemilik proses.
Pemilik proses	5. Laksana inisiatif di perenggan 2 hingga 3 dan laporkan prestasi.
Pemilik proses/Wakil pengurusan	6. Sediakan analisa pencapaian/kawalan risiko.
Wakil pengurusan	7. Laporkan pencapaian/kawalan risiko kepada pengurusan atasan syarikat.

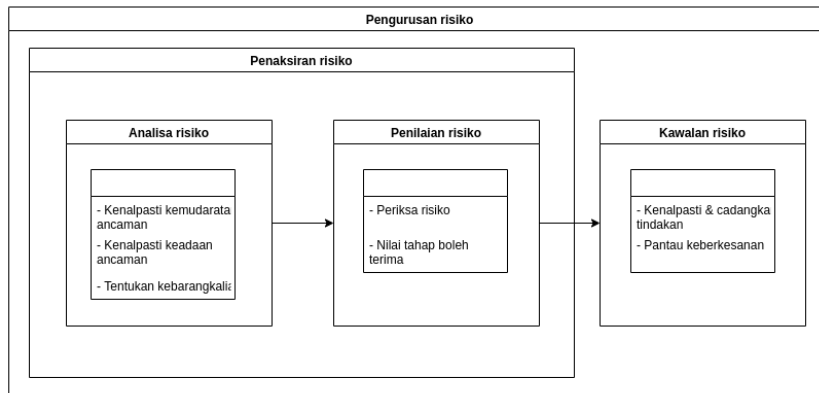
## 7.0 Aliran Kerja

## 8.0 Rekod Kualiti

Bil	Rekod	Tempoh Penyimpanan	Lokasi	Klasifikasi
1.	Laporan RAM	5 tahun	Pejabat Wakil Pengurusan/Pengurus projek	Terhad

## 9.0 Lampiran

### A Pengurusan penaksiran risiko

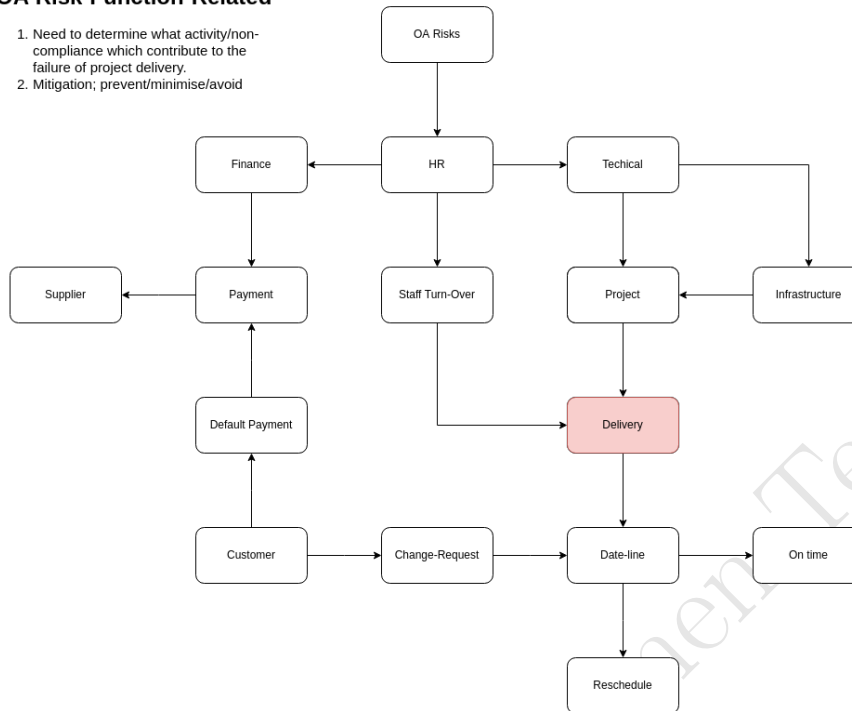


Sumber: <https://www.researchgate.net>

## B Risiko dan fungsi pelaksanaan OA

### OA Risk-Function-Related

1. Need to determine what activity/non-compliance which contribute to the failure of project delivery.
2. Mitigation; prevent/minimise/avoid



## C Skala (Scale)

1. **Consequence** is the amount of damage or harm a hazard could create and it is often ranked on a five point scale as follows:

Scale	Description
5 Catastrophic	Operating conditions are such that human error, environment, design deficiencies, element, subsystem or component failure, or procedural deficiencies may commonly cause death or major system loss, thereby requiring immediate cessation of the unsafe activity or operation.
4 Critical	Operating conditions are such that human error, environment, design deficiencies, element, subsystem or component failure or procedural deficiencies may commonly cause severe injury or illness or major system damage thereby requiring immediate corrective action.
3 Moderate	Operating conditions are such that human error, environment, design deficiencies, element, subsystem or component failure or procedural deficiencies may commonly cause moderate injury or illness or major system damage thereby requiring immediate corrective action.
2 Marginal	Operating conditions may commonly cause minor injury or illness or minor systems damage such that human error, environment, design deficiencies, subsystem or component failure or procedural deficiencies can be counteracted or controlled without severe injury, illness or major system damage.
1 Negligible	Operating conditions are such that personnel error, environment, design deficiencies, subsystem or component failure or procedural deficiencies will result in no, or less than minor, illness, injury or system damage.

2. **Likelihood** the likelihood of the hazard occurring and ranked on a five point scale:

Scale	Description
5 Certain	Likely to occur often in the life of an item.
4 Likely	Will occur several times in the life of an item.
3 Possible	Likely to occur some time in the life of an item.
2 Rare	Unlikely but possible to occur in the life of an item.
1 Unlikely	So unlikely, it can be assumed occurrence may not be experienced.

## D Matriks risiko

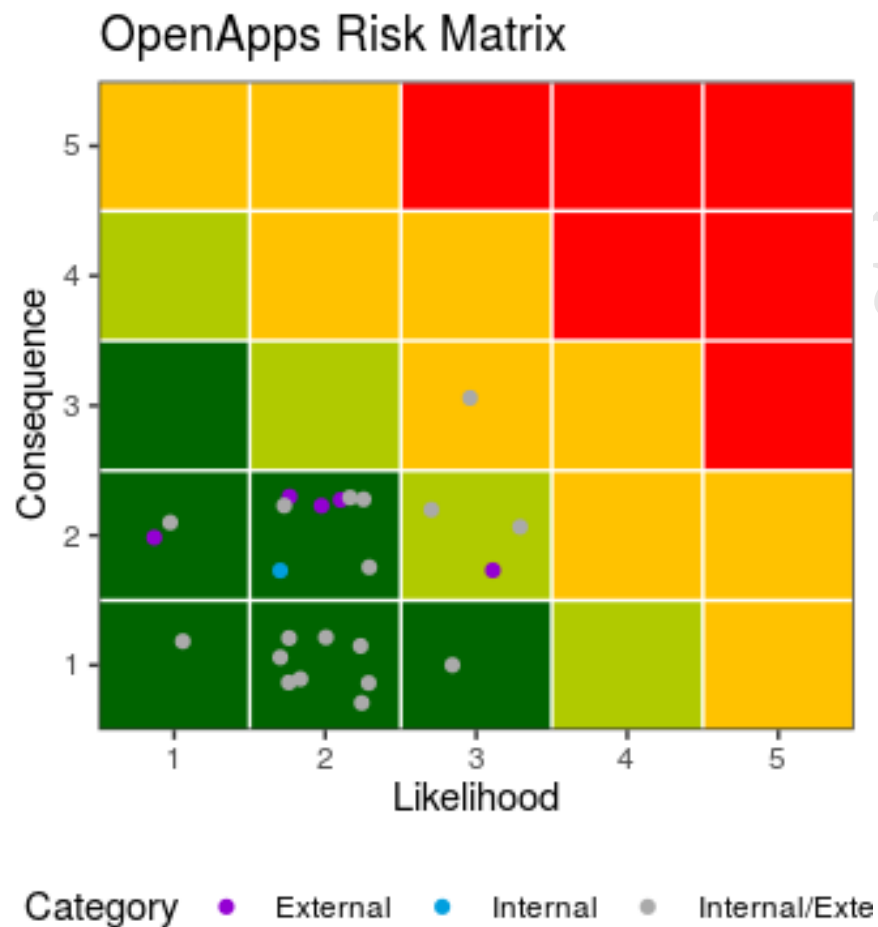


Figure 1: Matriks risiko



## E Risiko dan langkah mitigasi

Id	Title	Risk	Type	Consequence	Likelihood	Mitigate
1	Client default on payment	Insignificant	External	2	3	Procedure
1	Client default on payment	Insignificant	External	2	3	Credit Arrangement
2	Client refuses to approve deliverables/milestones or delays approval	Minor	External	2	2	Procedure
3	“Client’s change request for item”	Minor	External	2	2	Procedure
4	Currency exchange rate of the imported item	Minor	External	2	2	Credit Arrangement
5	Delayed Delivery Order	Minor	Internal/External	2	3	Procedure
6	Delayed Invoice	Minor	Internal/External	1	2	Procedure
7	Delayed Purchase Order	Insignificant	Internal/External	1	2	Procedure
8	Delayed Quotation	Minor	Internal/External	1	2	Procedure
9	Delivery of items/project stopped	Minor	Internal/External	2	2	Procedure
10	Error/s in Delivery Order	Insignificant	Internal/External	1	2	Procedure
11	Error/s in Invoice	Minor	Internal/External	3	3	Procedure
12	Error/s in Purchase Order	Minor	Internal/External	2	1	Procedure
13	Error/s in Quotation	Minor	Internal/External	2	3	Procedure
14	Estimating and/or scheduling errors	Insignificant	Internal/External	1	3	Procedure
15	Inadequate client testing leads cause defect list	Insignificant	Internal/External	1	2	Client-Supplier Arrangement
16	Item becomes obsolete or is undermined by external or internal changes	Minor	Internal/External	2	2	Procedure
16	Item becomes obsolete or is undermined by external or internal changes	Minor	Internal/External	2	2	Client-Supplier Arrangement
17	Item imported hold up by custom	Minor	Internal/External	1	2	Client-Supplier Arrangement
18	Item mistakenly delivered	Minor	Internal/External	1	2	Procedure
19	Item mistakenly purchase	Minor	Internal/External	2	2	Procedure
20	Item received is faulty/broken	Minor	Internal/External	2	2	Procedure
21	Item received not according to specification	Minor	Internal/External	1	2	Procedure
21	Item received not according to specification	Minor	Internal/External	1	2	Client-Supplier Arrangement
22	Sudden departure of key personnel could delay the project delivery	Minor	Internal	2	2	Procedure
23	Theft of materials, intellectual property or equipment	Minor	Internal/External	1	1	Procedure
24	Unplanned work that must be accommodated	Minor	External	2	1	Procedure