

Bridging the gap between PEOPLE, BUSINESS and ${\tt TECHNOLOGY}$

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

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Prosedur Kualiti RAM.OA.01

PENGURUSAN PENAKSIRAN RISIKO (RAM)

I Penyedia dan Kelulusan

Nama	Tarikh
Disediakan Oleh:	2 Mei 2022
	10
Lt Kdr Ts. Mohd Zulhilmi bin Jamaluddin TLDM (Bersara) Wakil Pengurusan	City
Diluluskan Oleh:	2 Mei 2022
Abdul Hamid Shaikh CEO	
No Salinan Terkawal:	
RAM.OA.01()	



II Rekod Pindaan

	No Pindaan/No	Rujukan Pindaan	Butir-butir	
Tarikh Pindaan	Keluaran	Mukasurat	Pindaan	Diluluskan Oleh

III Senarai Pemegang Dokumen

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



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. Penilian 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

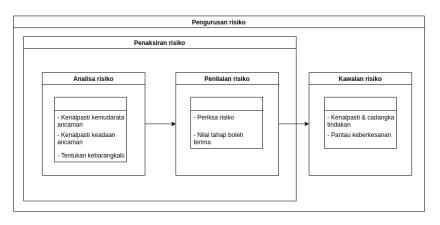
8.0 Rekod Kualiti

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



9.0 Lampiran

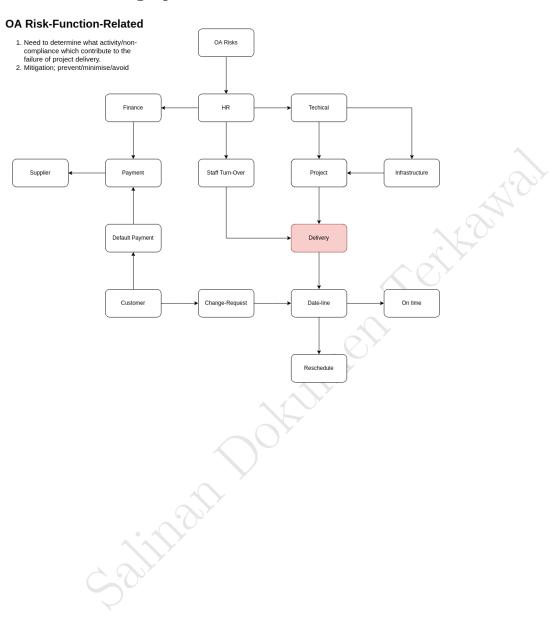
A Pengurusan penaksiran risiko



Sumber: https://www.researchgate.net



B Risiko dan fungsi pelaksanaan OA





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 Certaint	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

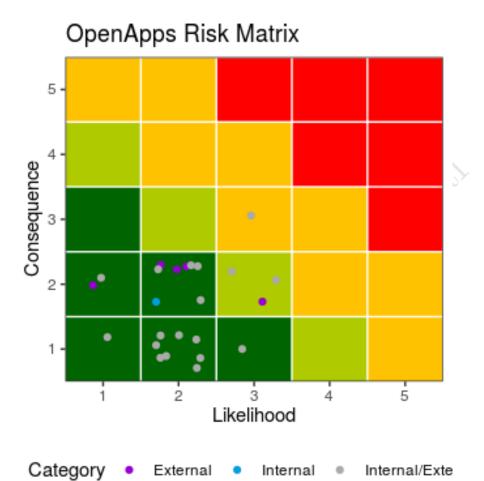


Figure 1: Matriks risiko



E Risiko dan langkah mitigasi

Client default on payment Insignificant External 2 3 Procedure	Id	Title	Risk	Type	Consequence	Likelihood	Mitigate
ment Client default on pay- Insignificant External	1	Client default on pay-	Insignificant				
ment 2 Client refuses to approve deliverables/milestones or delays approval 3 "Client's change request for Item" 4 Currency exchange rate of the imported item 5 Delayed Delivery Order 6 Delayed Purchase Order 7 Delayed Purchase Order 8 Delayed Quotation Minor Internal/External 1 2 Procedure 8 Delayed Quotation Minor Internal/External 1 2 Procedure 9 Delivery of items/project stopped 10 Error/s in Delivery Order 11 Error/s in Purchase Order 12 Error/s in Purchase Order 13 Error/s in Quotation Minor Internal/External 2 Procedure 14 Estimating and/or schoduling errors 15 Inadequate client testing leads cause defect list leads cause defect list or is undermined by external or internal by custom 16 Item becomes obsolete or is undermined by custom 17 Item imported hold up by custom 18 Item mistakenly delivered 19 Item mistakenly delivered 19 Item mistakenly delivered 20 Item received is faulty/broken Minor Internal/External 1 Client-Supplier Arrangement 21 Item received not according to procedure Minor Internal/External 1 Client-Supplier Arrangement 22 Procedure Delivery Conduction Minor Internal/External 1 Client-Supplier Arrangement 23 Procedure Delivery Conduction Minor Internal/External 1 Client-Supplier Arrangement 24 Client-Supplier Arrangement 25 Client-Supplier Arrangement 26 Order Delivery Conduction Minor Internal/External 1 Client-Supplier Arrangement 27 Procedure Delivery Conduction Minor Internal/External 1 Client-Supplier Arrangement 28 Order Delivery Conduction Minor Internal/External 1 Client-Supplier Arrangement 29 Client-Supplier Arrangement 20 Item received not according to specification Minor Internal/External 1 Client-Supplier Arrangement 29 Sudden departure of key personnel could delay the project delivery or equipment 20 Item received not according to specification Internal/External 1 Department Client Conduction Minor Internal/External 1 Department Client-Supplier Arrangement 20 Item received not according to specification Internal Deliver Deliver Deliver Deliver Deliver Deliver Deliver Delive			J				
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