

Management in crisis - implementing computer integrated manufacturing in Canada

-- The future of operations management: An outlook and analysis

The Wuhan virus is threatening public safety and has the potential to damage organizations significantly, even those who do not have operations in China. The situation is unfolding rapidly and unpredictably. There is more information available at www.weforum.org.

It's a priority. It is a risk not only for general public safety purposes, it is also a risk for every company in those countries where cases of the virus have been detected. This is going to continue until the rate of infections starts to show a sustainable decrease.

Project over-excitement the right response for all organizations

BY CATHERINE WHEELER

1 Engage your crisis team and crisis management process

This is the appropriate group to be monitoring the situation and doing priorities and actions.

2 Review your stakeholder mapping

And understand how the crisis is impacting your stakeholders. Employees and consumers may be the most obvious stakeholders, but there are many others, including a critical stakeholder: Try our Untangle tool to map them out.

3 Communicate, communicate, communicate!

Organizations needs to establish themselves as the source of authoritative news on how the organization is prepared so that stakeholders can make informed decisions.

Communicate regularly, commit to transparency and even when things go wrong, say, repeat the messages again on a regular basis. Use every possible channel to get the message through to stakeholders.

4 Plan for the worst

Things are going to get worse before they get better. So, start now by developing emergency planning and business continuity plans to think through worst case scenarios. Be ready to take action quickly if necessary. You will need to respond fast. This may mean suspending certain operations or suspending employees to work from home or even suspending certain activities in the highest-risk areas.

5 The safety of people comes first

Make sure any action you take to protect the organization has put people's safety first. This is not only the right thing to do, it is also the organization's reputation regardless of what happens next.

Now is the time to take the returns on your investments in planning and preparing against crisis.

Contact us if you need support, we are here to help.

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