QUALITY RISK ASSESSMENT FORM

Section: M2 – Project Commission & Service Agreement	Conducted By: GA	Review Date: ***30 October 2023***
Dept. – Accounts	Approved By: CCG	Next Review Date: ***30 October 2026***

Score	**1**	**2**	**3**	**4**	**5**
Severity (S)	Negligible	Marginal	Moderate	Critical	Catastrophic
Likelihood (L)	Rare	Unlikely	Possible	Likely	Almost Certain

Total Score	**1 - 2**	**3 - 4**	**5 - 15**	**16 - 25**
Risk Level (RL)	Minimal Risk	Low Risk	Medium Risk	High Risk
Action	Maintain Existing Risk Control Measure		Monitor Risk Control Measure	Need Additional Risk Control Measure

Risk Identification				Risk Evaluation				Risk Re-Evaluation				Responsibility
No.	Activity	Potential Failure	Effect	Existing Risk Control	S	L	RL = S x L	Additional Risk Control Measures (RL > 15)	S	L	RL = S x L	Designation
1	Review of service agreement	Terms and conditions stated in the service agreement does not correlate to the letter of offer quoted to client	Potential dispute resulting in loss of reconciliation time, costs and possible civil litigation in future	Review the terms and conditions stated in the service agreement with letter of offer by project director with MD and reconcile with client on discrepancies identified	3	3	9	-	-	-	-	Project director

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2	Unsigned service agreement	Dispute over the terms throughout and post project causing potential civil litigation	Incur unnecessary additional time costs in reconciliation and possible legal fees resulting in reduced profits	Client sign on letter of offer as acknowledgement of term and conditions	3	3	9	-	-	-	-	Project Director
3	Assignment of Project Tem	Incompetent team member assigned to the project	Additional man hours clocked resulting in cost overrun with reduced profits and reputational damage to the company	Close monitoring of the team member by Project Director at initial stage of project and change of team member if he is still incompetent with approval from client	3	3	9	-	-	-	-	Project Director

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4	Review of resources	Work overload of competent staff thus compromising efficiency and focus on critical stages of the projects	Lack of focus results in possible basic design error and omissions which ultimately result in damages claim, civil litigation and reputational damage to the company and sanctions imposed on	Review based on experience of project director	4	4	16	Real time Manpower Planner made available to avoid overloading of work load of staff during allocation of resources for a project	-	-	-	Project Director

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			Qualified Persons of the project									
5	Missing contract documents	Loss in time cost to retrieve the contract documents internally or externally from client	Non availability of contract documents causes delay in internal and external communication resulting in possible conflicts with client in the course of the project	An e-copy of the contract documents are stored at the server in the event of the missing hardcopy documents	3	3	9	-	-	-	-	Project Director/ Accounts