

**2-day workshop seminar on:  
“ UNDERSTANDING TODAY’S ENTERPRISE-WIDE  
RISK MANAGEMENT & RELEVANCE TO  
ORGANISATIONS”**

**Objective of this seminar:**

Today, risk management is no more an option or a fad, but a way of doing business credibly. Many failures and collapses of small and big business and non-business organizations happen every time and we hear of these from the press and featured in the electronic news. Why the many failures and scandals, even in huge MNCs and global companies? Many of the prime reasons for such failures and downfalls were due to improper, inadequate or lack of enterprise-wide risk management (EWRM) programme and function in the organisations. The objective of this seminar is to bring forth to the attendees ample and up to date knowledge on EWRM, and how to implement and ensure that the EWRM programme is effective and suitable for each individual organisation.

Participants attending this seminar will:

- (a) value or comprehend and coming to grips with risk management.
- (b) learn that EWRM is a holistic adventure as opposed to granular or singularly managing individual domains of risks like (i) strategic/business risks, (ii) operational risks, (iii) credit risks, (iv) market/treasury risks, and (v) systems or IT/IS risks.
- (c) appreciate that effective management of any business or non-business organisation today can only come about if the issue of inherent and residual risks affecting an organization is adequately and continuously addressed/resolved.

*Seminar Contents/Workshop synopsis*

		Topic	
<b>1</b>		<b>UNDERSTANDING WHAT RISK MANAGEMENT IS ALL ABOUT</b>	
	i	What is risk? Definition?	
	ii	Risk management is both art and science	
	iii	Why risk management exist?	
	iv	Risk management set up of old	
	v	Risk management function and set up today	

	vi	Accelerator/marketer and Brake/risk management	
<b>2</b>		<b>RISK MANAGEMENT FUNDAMENTALS</b>	
	i	The sine qua non for risk management	
	ii	The cornerstones, building blocks or pillars of risk management	
	iii	Risk management philosophy	
	iv	Risk management policy	
	v	Risk management framework, guide, procedures, processes	
	vi	Who owns the risk---the actual risk-owners?	
<b>3</b>		<b>MEASURING RISKS</b>	
	i	You cannot manage what you can't measure	
	ii	Quantitative model and concept	
	iii	Qualitative approach	
<b>4</b>		<b>KNOWING THE CORNERSTONES, BUILDING BLOCKS OR PILLARS OF RISK MANAGEMENT</b>	
	i	Risk philosophy/policy	
	ii	Risk culture, training, awareness	
	iii	Risk management framework	
	iv	Roles	
	v	Resources, people, ancillary support	
	vi	Risk reporting systems, monitoring, follow -up	
	vii	Review, continuous improvement, peer review, global / market practices	
<b>5</b>		<b>RISK MANAGEMENT SET-UP &amp; STRUCTURE</b>	
	iii	The set up of an organisation...mission/objective, operational scope, business environment	
	iv	Understanding the business & operational environment, and employee's risk of failure in not fulfilling the work culture in an organization	
	v.	Consequences of non-adherence	
	vi.	Profit is not the sole motive, the risk of failure in national social service/macro economic goals of organization.	
<b>6</b>		<b>RISK CONCERNS AND IMPACTS</b>	
	i	Meaning or significance of risk on its own	
	ii	Risk impact is the critical part	
	iii	What inherent risk is	
	iv	Manage your inherent risk	
	v	What residual risk is	
	vi	Treat or address your residual risk	

<b>7</b>		<b>RISK DOMAINS OR GROUPS IN ANY ORGANISATION</b>	
	i	The six risk groupings or domains in any organisation	
	ii	Strategic or business risk	
	iii	Operational risk management	
	iv	Credit risk management	
	v	Market & treasury risk management	
	vi	IT/IS or systems risk management	
	vii	Other domains	
<b>8</b>		<b>KNOWING RISK MITIGANTS</b>	
	i	What risk mitigant is	
	ii	Are risk mitigant and control one and the same?	
	iii	Mitigant for credit risk	
	iv	Mitigant for operational risk	
	v	Mitigant for market/treasury risk	
	vi	Mitigant for IT/IS or systems risk	
	vii	Mitigant for other risks like strategic, reputation, legal risks	
<b>9</b>		<b>TOOLS TO MANAGE RISKS</b>	
	i	Management controls as risk management tool	
	ii	Addressing financial losses	
	iii	Proactive risk management	
	iv	Reducing errors	
	v	Minimizing people risk	
<b>10</b>		<b>RISK MANAGEMENT AND TODAY'S HYPE IN CORPORATE MANAGEMENT</b>	
	i	Directors role	
	ii	Expectation of senior management	
	iii	The welfare, resilience and continuity of organization	
	iv	Collapse of many MNCs prompted regulator's harsh stand	
	iv	Corporate governance starts with people governance	
	v	Bottom line is organizational chaos if risk not adequately managed	
<b>11</b>		<b>IS RISK MANAGEMENT NEW?</b>	
	i	Risk management function has been around since business era	
	ii	More hype today because of past corporate failures	
	iii	The way to conduct business today and tomorrow	

<b>12</b>		<b>PRACTICAL APPLICATIONS, PAST GLOBAL AND LOCAL EXAMPLES, WAR STORIES, LESSONS LEARNT, AND SHARINGS OF OFFICE EXPERIENCES</b>	
<b>13</b>		<b>THE CONCEPT OF ENTERPRISE-WIDE RISK MANAGEMENT</b>	
	i	Involve all compartments organization-wide	
	ii	Not silo or departmental concept	
	iii	The role of every one in the organization	
	iv	Addressing all facets of risks that inter-linked	
<b>14</b>		<b>HOW DIFFICULT IS RISK MANAGEMENT?</b>	
	i	A function of management	
	ii	A process in any business and operational activities	
	iii	Ensuring quality and right product or service	
	iv	Doing things right (efficiency) as well as doing the 'right thing' (effectiveness)	
<b>15</b>		<b>YOUR TYPICAL RISK MANAGEMENT FRAMEWORK DOCUMENTATION</b>	
	i	Risk policy	
	i	Risk awareness and identification	
	ii	Risk assessment or evaluation	
	iii	Risk measurement or quantification	
	iv	Risk treatment and control	
	v	Risk monitoring and compliance	
	vi	Risk follow up and reporting	
	vii	Risk review and re-assessment of policy and framework	
	viii	Roles and risk-ownership	
<b>16</b>		<b>RELEVANCE OF EWRM: IF YOUR RISK MANAGEMENT STRUCTURE FAILED</b>	
	i	Inadequate or poor corporate governance	
	ii	Financial losses	
	iii	Non-financial losses	
	iv	Regulatory sanction	
<b>17</b>		<b>ISSUES IN STRATEGIC / BUSINESS RISK MANAGEMENT</b>	
	ii	Internal factors/ drivers	

	ii	External factors/drivers	
	iii	S W O T analysis	
	iv	Organisational resources available	
	v	Review your 4 production factors	
	vi	Manage your 3 organisational issues of products/services, networks/delivery channels, users/customers	
<b>18</b>		<b>ISSUES IN CREDIT RISK MANAGEMENT</b>	
	i	Default or non-payment risk	
	ii	Timing difference risk	
	iii	Customer quality and bad assets	
	iv	Wiping of reserves with write-offs	
	v	Customer risk in money laundering and terrorism financing	
<b>19</b>		<b>ISSUES IN MARKET/TREASURY RISK MANAGEMENT</b>	
	i	Liquidity risk	
	ii	Foreign exchange risk	
	iii	Interest rate risk	
	iv	Balancing asset and liability mix	
	v	Maximizing assets and liabilities	
	vi	Customer risk in money laundering and terrorism financing	
<b>20</b>		<b>ISSUES IN OPERATIONAL RISK MANAGEMENT</b>	
	i	Financial and non financial losses	
	ii	Inadequate or failed internal controls and processes	
	iii	People risk	
	iv	Systems risk	
	v	External event and business environment	
	vi	Business continuity (BCP)	
	vii	Terrorist threat and money laundering operations	
	viii.	Crisis and disaster management, organizational resilience	
	viii	IT / IS risk issues as in #21 below	
<b>21</b>		<b>ISSUES IN IT/IS OR SYSTEMS RISK MANAGEMENT</b>	
	i	Disaster recovery (DRP)	
	ii	Systems failures and downtime	
	iii	Outdated and over-capacity system	
	iv	Extravagant and under-utilised system	
	v.	Hacking and external intrusion	

	vi.	Virus and contamination of software	
	vii	Espionages and copyright infringements	
	viii	Operational risk issues of people, process, systems and external events or business environment as in #20 above	
<b>22</b>		<b>A PEEK INTO ISO 31000 APPROACH OF MANAGEMENT</b>	
		5.2: Mandate and commitment	
		5.3: Design the framework	
		5.4: Implement risk management---Clause 6	
		5.5: Monitor and review the framework	
		5.6: Continual improvement of the framework	
<b>23</b>		<b>GROUP EXERCISES</b>	
		Risk scoping using 'ERIC' model	
		Risk mapping----high, medium, low risks	
		Risk tools----KRIs: mapping key risk indicators for risk-owners' dashboard	
<b>24</b>		<b>YOUR RISK MANAGEMENT DELIVERABLES</b>	
		Risk log, Risk register	
		Risk heat map	
		KRIs	
		Top 10 risks of your organisation	
		Monthly risk report, quarterly risk report, half yearly risk report, annual risk report.	
<b>25</b>		<b>CONTEMPORARY ESSAYS ON RISK MANAGEMENT</b>	
	i	In union with risk.	
	ii	Cornerstones for credible risk management.	
	iii	Usefulness of caps, triggers and thresholds as risk management tools.	
	iv	Instilling risk management culture as an element of an organisation's corporate governance.	
	v	Key risk issues and fundamentals.	
	vi	Conceptualising operational risk management tools and dashboard (risk matrices).	
	vii	Insights into operational risk and work culture in an organization.	
	viii	The hype of today's risk management vis-à-vis corporate governance and business ethics.	

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**Method of teaching/presentation:**

1. Materials:

Notes, Bullet point presentation. Essays. Articles and newspaper cuttings.

Delivery:

Power Point notes. Flipchart. Group discussions.

2. Risk management book:

Distribution of two management books to each participant. These book were written by Dr J. E. Ruin

***“Enterprise-wide Risk Management Made Easy, 2<sup>nd</sup> edition”, and  
“Managing People & Business”/***

Purchase of optional book at 50% discount:

***“Managing Operational Risks in Organisations, 3<sup>rd</sup> edition”***

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**A specialised and knowledgeable personnel in risk management:**

Dr Joseph Eby Ruin. He is the Founder (principal and proprietor) of RiskFirst Consultancy & Training Services. Prior to that, he was the Chief Risk Officer of a leading Malaysian bank. As Head of that bank’s Risk Management Division, he supervised and managed the 4 risk management departments namely: Credit Risk Mgt Dept, Operational Risk Mgt Dept, Market/Treasury Risk Mgt Dept, and Systems (it/is) Risk Mgt Dept.

Before he joined this commercial bank in May 2004 he was the General Manager and Head of Operational Risk Mgt Dept as well as the Anti-Money Laundering/Counter-Financing of Terrorism Compliance Officer of another bank.

He has 30 years of executive and managerial experience in 12 organisations (6 banks and 6 non-banking institutions). He retired from full-time employment in April 2007 upon reaching the working retirement age of 55 years.

Dr J. E. Ruin had also held the post of Head of Internal Audit Division/ Secretary of board’s Audit Committee in 4 of the corporations he joined prior to his career in banking.



Since 1996, Dr Ruin has been invited by event or conference organisers to speak and deliver his various corporate governance/audit and risk management papers at public conferences in Malaysia, as well as outside Malaysia like in Mumbai India, Sydney Australia, Beijing and Shanghai China, Bali and Jakarta Indonesia, Brunei, Seoul Korea, Bangkok and Khon Kaen Thailand, Nairobi Kenya, Mauritius, Brunei, Nairobi Kenya, Melbourne and Sydney Australia, Phnom Penh Cambodia, Manila Philippines, Kursk Russia, Hanoi & Ho Chee Min City Vietnam, and in Kuala Lumpur Malaysia and Singapore.

He has written 19 management books that are on sale at local Malaysian bookshops; focusing mainly on audit, banking/finance, corporate governance, controls, people and customer services, and risk management.

He was elected the Regional Director of PRMIA, KL Malaysia Chapter in November 2007. He was also the Hon Treasurer of Fulbright Alumni Association of Malaysia 2008-2009 (FAAM), an association of past Fulbright scholars residing in Malaysia.

For details of these past local and overseas seminars/conferences, please refer to the website at [www.riskfirstconsult](http://www.riskfirstconsult.com.my)

Who need to attend:

- All company employees, including senior management and Board-members.
- But especially the front-line staff, supervisors, and officers/managers at branches and regions; as well as at Head Office of the following:  
firms, companies and organisations involved in business(profit-based) and non-business (non-profit) institutions, manufacturing companies, service industry companies, government agencies, government departments, statutory bodies, as well as non-profit organizations, utility companies like water and electricity suppliers, telecommunications, oil and gas industries, banking and financial institutions, insurances, natural resources management like forestry and logging, mining and mineral resources, transport and shipping, bulk and facility management like ports, harbours, airports, warehousing, bunkering, off shore suppliers, plantations and estate management.
- College and university students, lecturers, academicians, school management.





- Any other member of the public who is interested to understand and know more about risk management in the family, society, company, profit and non-profit organisation.

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Duration of workshop/seminar:

2 full days.

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