


| Project title  |                    | RISK MANAGEMENT SYSTEM IMPLEMENTATION  |  |
|--|--------------------|--|--|
| No of staff provided   | Name of Client     | Origin of funding  |  |
| 4  | LONDON UNDERGROUND | LONDON UNDERGROUND   |  |
| Detailed description of project  |                    | Type of services provided  |  |
|  <p>London Underground’s Engineering Directorate required a practical risk management system that could be used to focus capital expenditure on the most important projects giving the best risk mitigation.</p> <p>Touchstone Renard were commissioned to develop and introduce this system of policies, procedures, registers as well as an Access software solution.</p> <p>Specific, step by step, techniques were developed and explained in a 'Risk Management Working Guidelines Manual'. This was a practical guidance document explaining the 'how to' of applying Risk Management techniques, including real London Underground case studies, and was provided to staff as part of being trained to the first level of competence.</p> <p>This solution provided London Underground with a consistent and practical Risk Management process that could be implemented and maintained throughout the company. An ongoing strategy for the effective deployment of Risk Management was developed to ensure the planned future requirements of the business and its customers were met. The process concentrated on implementing Risk Management in a systemised and prioritised way so that it became an integral part of normal operations. Risk Management was applied regarding the risk to people, property and process at all stages from project idea to the day to day operation of the railway.</p> |                    | <ul style="list-style-type: none"> <li>• Risk Management</li> <li>• Quantified Risk Assessment techniques</li> <li>• Procedure development</li> <li>• Change management</li> <li>• Microsoft Access expertise</li> <li>• Process analysis and mapping</li> <li>• Risk management training programme</li> </ul> |  |