

301: Risk Management 2

Energy and Utilities
APPA Institute for Facilities Management

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Questions related to specific materials, methods, and services will be addressed at the conclusion of this presentation.

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Managing Risk – Activities

1. Identify risky activities
2. Determine failure modes
3. Use risk matrix to prioritize
4. Develop solutions for high risks
5. Mitigate high risks - if possible
6. Communicate high risks that can't be mitigated



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Activity – Hospital Helipad



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[Risk Assessment]

Types of Risk - PEAR

- People
- Environment
- Assets
- Reputation



[What are the risks?]

- People
- Environment
- Assets
- Reputation

1 - 2 - 4 - All

- a. Individual – 1 minute
- b. Pair Up – 2 minutes
- c. Table – 4 minutes
- d. All – 5 minutes



[Risk Assessment]

Impact Factors:

- Permanence
- Financial
- Reputation
- Cascading

Rank (0 -10)

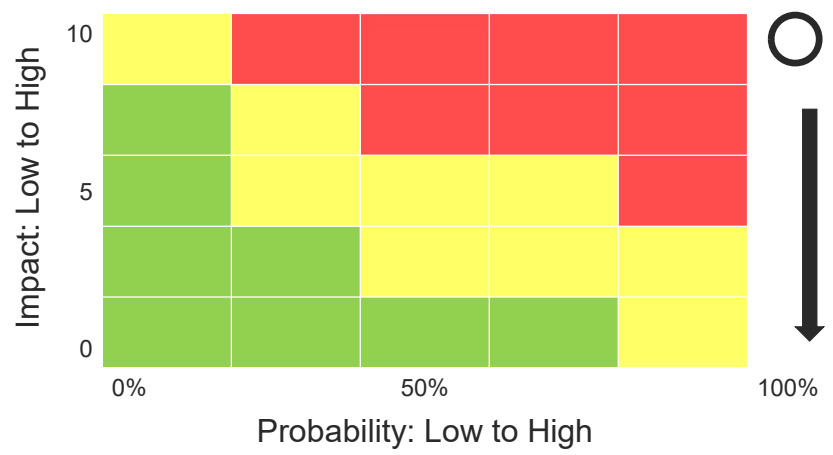
Probability Factors:

- Location
- Experience
- Knowledge
- Condition

Rank (0% - 100%)



[Risk Matrix]



[What went wrong in 2014]



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[Helicopter Crashed on Hospital]



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Managing Risk – Processes

1. Identify your most critical processes
2. Determine failure modes
3. Use risk matrix to prioritize
4. Develop solutions for high risks
5. Mitigate high risks - if possible
6. Communicate high risks that can't be mitigated



Process – Heating the Campus



How can the process be interrupted?

- Deliver fuel to the boiler
- Burn fuel to make steam
- Distribute steam to buildings
- Return hot water to boiler

1 - 2 - 4 - All

- a. Individual – 1 minute
- b. Pair Up – 2 minutes
- c. Table – 4 minutes
- d. All – 5 minutes



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Risk Assessment

Impact Factors:

- Permanence
- Financial
- Reputation
- Cascading

Rank (0 -10)

Probability Factors:

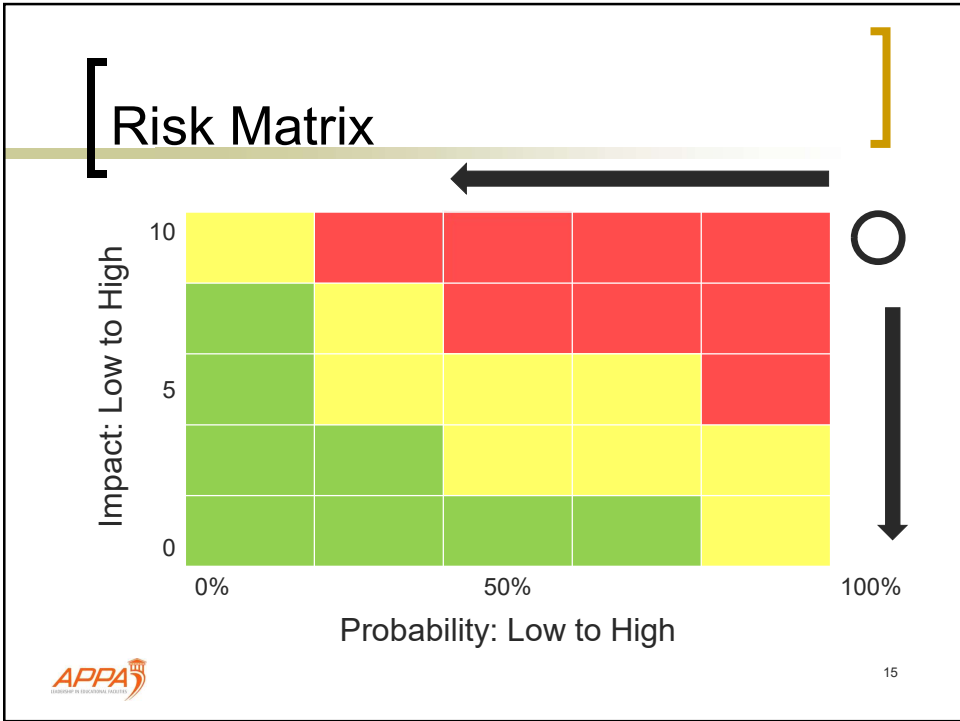
- Location
- Experience
- Knowledge
- Condition

Rank (0% - 100%)



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What went wrong in 2011

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Lessons learned in aftermath of natural-gas crisis

New Mexico Gas officials look for answers to avoid similar crisis in future

Staci Matlock The New Mexican Feb 13, 2011

Tracking the natural-gas outage

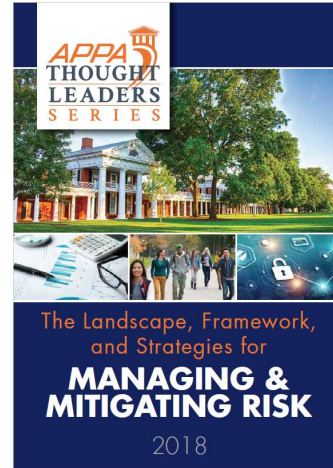
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Questions, Comments, Observations?

- Sign-in Sheet & Evaluations

<https://www.appa.org/Research/CFaR/tls.cfm>



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