	<b>Fleet Management - PRAM</b> <b>Process Risk Assessment Matrix</b>		<b>Document Number:</b> PR-SS-04.01
	<b>Department:</b> Fleet Management	<b>Effective Date:</b> July 12, 2023	<b>Revision No</b> 5

**Legend:**

Probability of Occurrence		Average No. of Transactions or cases per month
High	Almost certain will occur	21 - above
Medium	Occur at some time	11 - 20
Low	Remote Possibility	0 - 10


Severity of Risk	
Critical	Will greatly affect stakeholders satisfaction
Non - critical	Less effect on stakeholder satisfaction

PROCESS RISK ASSESSMENT MATRIX								
Key Process/ 2Ps or Guidelines title	Risk (Potential Problem that may occur)	Most Likely Cause	Probability of Occurrence	Severity of Risk	Action Plan to Prevent Occurrence/ Operational Control	Support Documentation/Record Used	Action Plan to Prevent Recurrence/ Contingent Action	Support Documentation/Record Used
Part Requisition	Longer downtime	Unavailability of parts	Low	Critical	Identify immediately the critical parts/ most needed parts of truck	Equipment Inspection Report (EIR); Email, PR System	Maintain Inventory level for the fast-moving parts	Store Room Inventory
		Late delivery of needed part(s)	Low	Critical	Follow up immediately the MMD for purchase request	Email/Viber/SMS	Coordinate with MMD to accredit more vendors with vast trucks supplies	Email/Viber/SMS
		Mismatch parts delivered	Low	Critical	MMD to provide additional information of parts being requested under PR	Purchase Requisition	Send actual pictures with part number and measurement or provide supplier with the actual sample of parts being requested	Email/Viber
		Late delivery of parts due to pandemic and LGU ruling	Low	Critical	Identify critical fast-moving parts to be maintained in inventory and increase usual count	Inventory monitoring	Maintain Inventory stocking of truck parts	Inventory monitoring

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Equipment Repair	Back Job	Poor quality of repair	Low	Critical	Call the attention of Mechanic and conduct immediate repair  Close monitoring of repair and adherence to PTI	Equipment Inspection Report (EIR); Pre- Trip Inspection (PTI)	Conduct of Coaching, mentoring and re- orientation to the mechanic	Coaching Log Minutes of Meeting
Preventive Maintenance and Pre-Trip Inspection	Truck Breakdown	Unavailability of trucks during the scheduled PMS	Low	Critical	Issue MEMO to operations team and inform them of repercussion of not having timely PMS. Close monitoring of Pre schedule PMS by frequent reminders.	Email, Viber, SMS	Continuous coordination with the operations team for the schedule of PMS	Email, Viber, SMS
		Mishandling of equipment	Medium	Critical	Immediately assess and repair the truck  Issue disciplinary action to involved personnel  Refresher course on Safety Driving.	Equipment Inspection Report (EIR); Incident Report, Attendance sheet on the cascade	Attend to the scheduled training programs of Fleet Management Department	Calendar of Activities, Attendance sheet
Rescue Upon Accident/ Breakdown	Unrescued accident	Lack of Personnel due to multiple rescue	Low	Critical	Escalate to SBU for back up personnel	Rescue Monitoring	Establish a list of on- call rescue team	Organizational Chart, Rescue Monitoring
	Apprehension	Violation of road safety rules	Low	Critical	Discuss with external provider to hire competent drivers	Minutes of Meeting	Refresher course on Safety Driving.  Issue disciplinary action to involved personnel	Attendance sheet on the cascade, Memo to the Manpower Provider

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Rescue Upon Accident/	Damage to person/ property	Reckless driving/ Mechanical problem	Low	Critical	Discuss with external provider to hire competent drivers Must undergo on rigid Safety Driving Training Course	Minutes of Meeting, Attendance sheet of the training	Refresher course on Safety Driving.  Issue disciplinary action to involved personnel	Attendance sheet on the cascade, Memo to the Manpower Provider
	Damage or delay of cargo transfer/ delivery	Mechanical/ electrical problem	Low	Critical	Discuss with external provider to hire competent drivers Must undergo on rigid Safety Driving Training Course  Send rescue unit to secure the cargo	Minutes of Meeting, Attendance sheet of the training	Refresher course on Safety Driving.  Issue disciplinary action to involved personnel  Have readily available rescue unit/security personnel	Attendance sheet on the cascade, Memo to the Manpower Provider/Security Agency
	Hijack	Bad Personnel/ Syndicate	Low	Critical	Provision on escort on high valued shipments  Ensure the cargo and the unit  Alert the law enforcement	SOP Police Report	Have readily available rescue unit/security personnel	Memo to the Manpower Provider/Security Agency
	Delay in Rescues	Insufficient rescue vehicle	Low	Critical	Coordinate with OPS Team for available vehicle that can be used as rescue service whenever there are multiple/ simultaneous rescues	Email/Viber/S MS	Acquisition of additional service vehicle that will serve as spare vehicle ready to use whenever there are multiple/ simultaneous rescues	Project proposal, management review
		LGU Ruling during pandemic	Low	Critical	Create certification letter that rescuer can show checkpoints	Certification letter	Have readily available certification letter draft and have readily available IATF or identification that will allow rescuers to go beyond checkpoints	Certification letter soft copy saved by Fleet supervisor and Fleet Engineer

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Tire Management	Downtime of Truck/ Equipment	Flat/ worn out tires	Low	Critical	Maintain Tire Monitoring schedule	Tire Monitoring; EIR; IR	Periodic inspection of tires	Tire Monitoring
	Road Accident	Flat/ worn out tires	Low	Critical	Replace the defective tires	Tire Monitoring	Information drive for tire capacity	Email, Tire Depth Gauge
	Delay in tire repairs	LGU Ruling during pandemic	Low	Critical	Have spare assembled tires ready to install	Tire Monitoring	Maintain Tire Monitoring schedule	Tire Monitoring
	Theft/Loss	Bad Personnel/ Syndicate	Low	Critical	Replace the missing tires and investigate the personnel involved Report to the Manpower Provider	Incident Report	Immediate replacement of personnel	Incident Report Email/Memo to provider
Truck Utilization	Unutilized trucks	No available driver	Low	Critical	Assist Operations Team in sourcing out drivers	Hiring tarpaulin, announcement posted on trucks/warehouse /parking area	Check with Operations Team programs to retain drivers, e.g. Motor Pool Duty during truck breakdown/repair	Motor Pool Duty Form
	Units involved in accident	Reckless Driving	Low	Critical	Conduct seminar for safety driving	Attendance sheet of the activity/ virtual training	Coordinate with HR to conduct defensive driving seminar	Attendance sheet of the activity/virtual training
	Unutilized trucks	Old units/not road-worthy trucks	Low	Critical	Check aging of trucks and compare to actual road worthiness and provide recommendation if units are for disposal/general recondition	Profile of Truck Equipment, Visual Inspection	Assess all trucks that needs refueling	Profile of Truck Equipment
	Work interruption due to spread of Virus	Non-Compliance to basic safety protocols	Low	Critical	Require drivers, helpers and mechanics to wear face mask, PPEs and sanitize both area, personnel and trucks. don't allow personnel with symptoms to continue go to work. Get temperature every entry in the area. Post Basic Safety signages	Personnel daily log sheet. Post Basic Safety signages at areas	Maintain safety guidelines and protocols, and post it in all parking areas and motorpool and Regular disinfection	Basic safety signages posted at areas

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<b>PMS Monitoring</b>	Unavailability of Trucks	Insufficient parking area due to pending repairs	Low	Critical	Review/implement lead time of repairs with team and mechanics	Daily Repair Updates	Proper coordination with OPS with the availability of trucks to conduct PMS even before due date	Email/Viber
		Insufficient space during weekends	Low	Critical	Prioritize units that are due for PMS to park inside motor pool repair shop	PMS Calendar	Schedule PMS of trucks during weekdays	PMS Calendar
	Late delivery of consumables	Delay in Purchase Request/Purchase Order	Low	Critical	Review PMS Calendar and create Purchase Request of parts 1 week before the scheduled date of preventive maintenance	PMS Calendar/PR System	Strictly monitor lead time of part delivery and update of parts inventory	Viber/SMS, PR System
	Delay in Preventive schedule due to pandemic	No delivery of PMS materials from supplier and lack of manpower due to strict LGU ruling	Low	Critical	Increase stocks and reevaluate forecasting on the lead time of delivery	Stock Inventory	Maintain inventory stocking and monitor stock levels effectively	Inventory monitoring
<b>Repair Efficiency</b>	Not accurate diagnostic report	Incompetent mechanics	Low	Critical	Hire mechanics with more working experience	Downtime Status Report	Improve mechanic competency by taking up training and seminars	Certificates/Training Attendance
	No lead time matrix report	No proposed matrix	Low	Critical	Identify and classify repairs	Downtime Status Report	Create and plot Lead Time Matrix of Repairs	Downtime Status Report

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