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|  | <h1 style="text-align: center;">Materials Management - PRAM</h1> <h2 style="text-align: center;">Process Risk Assessment Matrix</h2> | | Document Number: PR-SS-08.01 |
| | Department: Materials Management | Effective Date: November 20, 2022 | Revision No 6 |

Legend:

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


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

| PROCESS RISK ASSESSMENT MATRIX | | | | | | | | |
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| Preparation of Purchase Request & Delivery of Goods/Services | For Manual PR: Lost PR | Unmonitored PR, Incorrect email address | Low | Non- Critical | Inform requestor within 24 hours | Email Pre alert Approved PR acknowledged by MMD | Deployment of PR System in the branches | Project Timeline |
| | Late Delivery | Stock out/ Negligence/ Wrong request/No stock level | Low | Critical | Stock level for office and operational supplies | Inventory Report from requestor | Establish lead time with the suppliers on the delivery of stocks Accredit 2-3 suppliers for items requested | SLA with suppliers Supplier's Accreditation Lead time matrix |
| | No delivery due to pandemic | Temporary shutdown of business due to Pandemic | Low | Critical | Stock level on fast moving truck parts; Source supplier outside of affected lockdown area | Inventory Report from Fleet Team | Accredit suppliers near the vicinity of Motorpool / Office | Supplier's Accreditation |

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| Preparation of Purchase Request & Delivery of Goods/ Services | No delivery due to pandemic | Suspension of credit line/ Cash transaction only | Low | Critical | Regular coordination with the supplier for an updated SOA, Issue PDC's. Establish Recon Meeting with Suppliers to discuss pending payment with Finance | Monthly SOA | Issue regular payment schedule and commitment on the date of check release | Monthly APCON meeting, Updated SOA |
| | Incomplete/ Incorrect Delivery | Stock out/Wrong specifications /Wrong request/ | Low | Non-Critical | Stock level for office and operational supplies Immediately contact supplier for replacement of wrong item | Inventory Report from requestor Email, Call, SMS, Notation in DR | Secure samples/brochure for non-regular items Conduct PR System Refresher course | Brochures Attendance sheet for refresher course |
| | Unprocessed PR | System downtime/ No approval | Low | Non-Critical | Inform the requestor/approver Log to IT Helpdesk | Email Leader's Meeting Report IT Helpdesk Ticket No. | Conduct PR System Refresher course Regular maintenance of system's capacity vs. actual usage (c/o IT) | Attendance sheet for refresher course Leader's Meeting Report |
| Preparation of Purchase Request & Delivery of Goods/ Services | Unprocessed PO | Absenteeism, Intermittent connection No approval Negligence | Low | Critical | Create manual PO Inform the requestor/approver Log to IT Helpdesk | Approved PR and Manual PO Email Leader's Meeting Report IT Helpdesk Ticket No. | Identify approval matrix Buddy system in PO creation Refresher course on PO Processing Regular maintenance of system's capacity vs. actual usage (c/o IT) | Approval Matrix MoM Leader's Meeting Report |

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| Preparation of Purchase Request & Delivery of Goods/ Services | Unprocessed PO | Work rotation due to pandemic | Low | Non- Critical | Create manual PO and send via online (viber) | Manual PO online approval print out | Buddy system on PO creation Allow access of system outside of office | Approved online print out |
| | | Forced leave due to pandemic | Low | Non- Critical | Inform the requestor/approver | online approval | Buddy system on PO creation Allow access of system outside of office | Approved online print out |
| | | Unavailability of signatories due to LGU ruling due to safety protocols such as lockdown | Low | Non- Critical | Inform the approver and seek approval via online - Viber | online approval printout | Alternate approver based on approval Matrix | Approval Matrix and online approval |
| | Incompetent /unreliable Suppliers | Non delivery of items based on agreed delivery lead time /completeness/ Accuracy based on Specification indicated in the PO | Low | Critical | Source from alternate 2 suppliers. Call the attention of supplier immediately to rectify discrepancies Accredit more Suppliers to suffice the needed purchases | Accreditation of Supplier List of suppliers and quotations Email | Conduct Semi- annual Supplier's Performance Evaluation | Supplier's Performance Evaluation |
| | Bogus Suppliers | No background check/ ocular inspection of supplier's facility | Low | Critical | Ban the supplier Remove from the list of accredited suppliers | List of accredited suppliers | Conduct ocular visit suppliers' facility Verify accreditation documents | Pictures Documents submitted |
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| Guidelines and Procedures for Selection of Suppliers | Overpriced material and or service | Unvalidated price list from suppliers during accreditation | Low | Critical | Call the attention of supplier immediately upon discovering of occurrence and secure new pricelist Source other suppliers | Quotation/ Price list Email | Conduct Semi-annual review for regular items and summary of canvass for non- regular items | Comparative Price Review from accredited supplier |
| Premises and Property Security Procedure Guidelines on damaged, loss and/or stolen company property | Loss, stolen or Damaged to Properties | Unauthorized entry/used of properties Negligence | Low | Critical | Report to MMD in charge immediately Request from IT for CCTV footage Implement Code of Conduct and charged the damages or stolen property to concerned personnel | Incident Report from the Guard/Person involved Email CCTV Footage | Conduct Regular security briefing with security team and mmd team Adherence to SLA with Security Agency | Attendance sheet SLA |
| | Accident/ Injury or death of personnel | Poor implementation on safety and security | Low | Critical | Develop Safety and security guidelines | 2P's | Develop Safety and security guidelines | 2P's |
| Guidelines for Facilities Services Maintenance Asset Management | Equipment breakdown (forklift, aircon, printer) | PMS is not strictly followed, unavailability of Parts and mechanic | Low | Critical | Regular coordination with Service Provider and BU concerned for the PMS, source additional supplier | Agreed PMS schedule, email | Regular coordination with Service Provider and BU concerned for the PMS, timely payment to Supplier | Agreed PMS schedule, email, SOA |
| | | Misuse by operator | Low | Non-Critical | Call the attention of BU Head and report to the supplier for immediate repair | Email report to the BU Head | Cascade proper handling of equipment through email | Email Checklist to Operate |
| | Damage to Property | Natural Calamity | Low | Non-Critical | Refer to BCP | Refer to BCP | Refer to BCP | Refer to BCP |
| | | Unauthorized transfer of assets such as laptop/ desktop | Low | Non-Critical | Call the attention of BU Head and remind the employee involved on policy on use of company asset Create Memo for the unauthorized transfers and its possible sanction | Policy on company asset; Employee Handbook | Remind all employees on policy of use of company asset | Employee Handbook Memo |

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| Guidelines for Facilities Services Maintenance Asset Management | Water Supply Shortage | Maintenance of Service Provider | Low | Critical | Reserved through water containers. Water reservoir. | Checklist | Daily Checklist of Water Container, should always filled- in | Checklist |
| | | Natural Calamity | Low | Critical | | | | |
| | Damaged Racking System | Overstocking of materials | Low | Critical | Daily Checking of Operations for the correct storage and stacking conditions | GHK Checklist c/o Operations Facility and Equipment Checklist c/o MMD | Annual inspection of Rack System Daily Checking of Operations for the correct storage and stacking conditions | Inspection Report Facility and Equipment Checklist |
| | | Unintentional Bump by MHE Operator | Low | Critical | Installation of Post Guard and Crash Barrier to prevent unnecessary incident | Completion Report/Certificate of Completion | Annual Refresher Training from the accredited service provider of MHE | Training Certificate |
| | Spread of Virus (Pandemic) | Non- compliance to basic safety protocols such as wearing face mask and face shield | Low | Critical | Do not allow entry of individual not following basic safety protocol | Accomplished Health Declaration form | Post basic safety signages and guidelines to prevent spread of Covid 19 virus on all entry points | Basic Safety signages to prevent spread of Covid 19 virus |
| | | Temporary Shutdown of affected facility | Low | Critical | Disinfect / sanitize immediately the affected facility | Sanitization Report; Photos during disinfection | Regular disinfection of facility; Practice basic safety protocols to avoid spreading the Covid 19 virus | Basic Safety signages to prevent spread of Covid 19 virus |

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| Submission of Insurance Claim documents | Nonpayment of Claims | Work rotation of insurance company due to pandemic | Low | Critical | Submit via online thru text / viber the complete and correct documents in a timely manner | Acknowledged Text / viber / email report | Conduct regular meeting via on line (Zoom) with the insurer to have timely updates; Text/viber updates | MOM Text / Viber communication |
| | | Temporary shutdown of business due to Pandemic | Low | Critical | Submit via online thru text / viber the complete and correct documents in a timely manner | Acknowledged Text / viber / email report | Conduct regular meeting via on line (Zoom) with the insurer to have timely updates; Text/viber updates | MOM Text / Viber communication |
| | | Incomplete documents | Low | Critical | Submit complete and correct documents on time and based on checklist Daily reminder of lacking docs thru Viber to Operations | Accomplished Checklist/Viber/Email | Discuss SLA duly agreed by Insurance Provider Regular meeting with Insurance Provider | SLA and Minutes of Meeting |
| | Delayed repair of insured units | Incomplete documents | Low | Critical | Submit complete and correct documents on time and based on checklist Daily reminder of lacking docs thru Viber to Operations | Accomplished Checklist/Viber/Email | Discuss SLA duly agreed by Insurance Provider Regular meeting with Insurance Provider | SLA and Minutes of Meeting |

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| LTO Registration of Fleet | Non-renewal of Registration | Incomplete documents | Low | Critical | Review documents ahead of renewal of registration | OR/CR of vehicle; Franchise Decision | Observe proper filing of OR/CR according to plate number - last digit of the vehicle | Email, Leaders Meeting Report |
| | | Late inspection of unit at LTO | Low | Critical | Provide advance notification to all operating BU's to allocate Driver and proceed to LTO as scheduled | OR/CR of vehicle; Franchise Decision; Email | Observe proper filing of OR/CR according to plate number - last digit of the vehicle | Email, Leaders Meeting Report |
| | | Work rotation of Gov't employees due to pandemic | Low | Critical | Provide copies of LTO Advisory re delayed processing of renewal to all operating BU's for Driver information. | Advisory from LTO | Submission of complete renewal of documents in a timely manner | OR/CR of vehicle; Franchise Decision; Email |
| | | Temporary shutdown of Govt Offices due to Pandemic | Low | Critical | Provide copies of LTO Advisory re delayed processing of renewal to all operating BU's for Driver information. | Advisory from LTO / LTFRB | Submission of complete renewal of documents in a timely manner | OR/CR of vehicle; Franchise Decision; Email |

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| Unmet KPI's | Unmet Purchase Cycle Time | Late approval of PO, incomplete specification, Not budgeted | Medium | Critical | Review approval matrix, coordinate closely with the requestor for the right specs and provide appropriate justification for the requested item/s. | PR/PO, Justification (i.e., PnL, presmat approved by the President) | Re-orientation with all the requestor | Attendance, email communication |
| | Downtime Equipment (Aircon, Printer) | PMS is not strictly followed, unavailability of Parts and mechanic | Low | Critical | Regular coordination with Service Provider and BU concerned for the PMS, source additional supplier | Agreed PMS schedule, email | Regular coordination with Service Provider and BU concerned for the PMS, timely payment to Supplier | Agreed PMS schedule, email, SOA |
| | Zero Accident | Poor implementation on safety and security | Low | Critical | Develop Safety and security guidelines | 2P's | Develop Safety and security guidelines | 2P's |
| | On time and complete submission of insurance documents | Unaware of insurance requirement documents | Low | Critical | Re-orientation on insurance documents and get commitment from Operations in submitting timely the docs Daily reminder of lacking docs thru Viber to Operations | Attendance Sheet and SLA with Operations | Continuous orientation to Operations to include Drivers | Attendance Sheet and SLA with Operations |

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