

Customer Risk Mitigation Support



Value

Recognise and prioritise your client's risks, enhances the value that you bring.

Trust

Understand and respect your clients risk preferences, builds trust.

Communication

Effective and honest communication, strengthens relationships

Customised Solutions

Understanding a client's risk appetite, allows tailoring of operational delivery

Proactive

Strong customer relationships helps you anticipate and mitigate issues.







Identify Risks and Threats



Obsolescence

Obsolescence exposes customers - adding operational & financial pressures.

Changing of Regulations

Regulatory and Standard changes need to be effectively managed.

New Technologies

The pro's and con's of new technologies to be considered & managed.

Education & Training

Seeks opportunities to educate and upskill staff.



Risk Management Plan



Identification

Identify potential risks and uncertainties, mitigate against negative consequences

Assessment

Assess potential and their likely impact

Prioritisation

Allows allocation of resources and correction in a proactive manner

Decision Making

Equip decision makers with accurate information, to minimise impact

Resilience

Proactively and effectively manage evolving and unexpected events

Confidence

Commit to maintaining strong work practices, that align with the business principles.

Compliance

Allow the decision making to be guided by legal and strong governance principles.







How to stay informed



Industry Updates

Seek communications from within the industry intended to educate and inform

Industry Publications

Obtain publications, research reports and best practice guides

Manufacturers Engagement

Engage with manufacturers to seek out training and education opportunities

Industry Engagement

Remain connected with industry to understand industry wide challenges and threats

Professional Associations

Engage with peak bodies & associations to allow for greater professional development & engagement

Research

Contribute, engage and review with research opportunities, to increase technical proficiency

Follow Industry Leaders

Engage with industry leaders and the wider industry to remain connected to industry wide activities.

Be curious







How FPA Australia can assist



State Committees

Aid local members to support the industry, to meet local needs

Technical Advisory Committees

Support members to guide and develop their areas of expertise

Spark

Engage and collaborate with the industry, in areas of mutual interest

Technical Department

Assistance, support and educate the industry





Current Available Technical Documents









Thoughts, comments and questions?