

Risk Management and Quality Management



Question 1

According to the principles of quality management, the leadership of the organization dictates the direction taken by the organization (DePillo, Melone & Warkentin, 2004). Consequently, in my organization, the leadership supports the implementation of quality-management programs by setting precise objectives for the business. Furthermore, the leadership ensures that all employees are aware of the company's vision and mission and are actively participating in achieving set objectives. Involvement of employees in the management and decision-making processes in our organization is an effective strategy. The staff in our organization feels valued by the leadership as their opinions are revered. Furthermore, they are at liberty to exercise authority in their respective capacities.

I would recommend the creation of more platforms where the leadership can engage staff members to discuss and set the organization's objectives. Therefore, employees are part of the organization's vision and mission. As a result, they contribute positively to the organization's success. The leadership compliments employee engagement with motivation. According to research, if employees are consulted when setting the organization's objectives, they become productive and committed to an organization's mandate. In summary, in our origination, communication is key to success in both quality and risk management.

Question 2

A certain degree of risk-taking is essential in the success of any business. Nonetheless, being aware of risks and actively managing potential threats

gives an organization a competitive edge. As a result, risk taking and consequent risk-management is the basis of business growth and success. There are numerous benefits gained from implementing risk management programs. The benefits include efficient use of resources, few uncertainties, improved service delivery to clients, reduction of wrangles within the organization, and innovation (Stepanyan, 2013). In addition, the organization focuses on doing things the right way, as well as developing effective business and management strategies.

There are numerous challenges in obtaining buy-in and support from staff. Buying in employees into an idea is challenged by diverse dissenting opinions. First, change is not easy to introduce and implement. Most staff members discern to stay in their comfort zones. Consequently, any action that might put this comfort at risk is met with spiteful disapproval (Harner, 2011).

There are four major barriers to effective risk-management. These are poor identification of the risk, poor planning, lack of safeguards and inconsistent monitoring (Harner, 2011). The leadership must proactively identify risks through consultation. In addition, proper planning for contingencies should be put in place. The leadership should establish safeguards to cushion the organization in case of failures. Finally, regularly monitoring should be done regularly to establish where expected or unexpected risks manifest themselves.

Question 3

In our organization, there is a policy governing the interaction between the leadership and staff. The policy denotes that the leadership should be in constant communication with the staff. The organization opens up communication channels through regular meetings with employees. The meeting could be brief or lengthy and range from strategy-meetings to team-building workshops. All staff members are free to air their grievances in a respectful manner without intimidation. Furthermore, as earlier noted, the staff has autonomy to exercise authority in the respective capacities.

Consequently, rounds and checks conducted by leaders in our organization are not tension-filled as a healthy relationship exists between the management and the staff.

Question 4

Organizations ensure that all employees receive adequate training through regular assessments. Employees can also be sponsored to undertake further studies in their respective specializations. Performance contracting is also an effective way of determining whether employees have the capacity to deliver. Team-building sessions are vital in ensuring that all employees receive adequate training. In my organization, there are opportunities for continuous education. The organization values the importance of empowering employees through continuous training. The leadership is not threatened by the prospect of empowering employees to take up leadership orioles.

References

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3. Stepanyan, M. (2013). *Why risk management for development organizations is important*. Retrieved on May 16, 2014 from <http://www.thebrokeronline.eu/Articles/Why-risk-management-for-development-organisations-is-important>