

RISK MANAGEMENT AS A MANNER OF STAKEHOLDERS' REQUIREMENTS FULFILMENT

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In the XXI century, each organisation must realise its goals, and at the same time, being endangered and exposed to various turbulent environmental factors in which the particular organisation functions. Such a change, especially in the developed countries, is caused mainly by the population decline together with the unfavourable age structure of the population, changes in the range of employment, an increase of the employees' efficiency, computerisation and automation as well as aiming at meeting the standards set by the market leaders.

No matter if the factors of the changeable environment undergo the control performed by the company or on the contrary do not depend on such a control, the factors in question always decide on the effectiveness of the activity. Therefore the main requirement which must be always fulfilled by each of the company is the ability of constant innovative shaping the occasions in the near environment, with which the company stays in the direct relationship and flexible adjustment to the changes appearing in the distant environment, being indirectly connected with the company which has no influence on this sort of environment.

The organisations while trying to meet the changeable requirements of the market, apply various methods and techniques of management. However, one may state with the full assurance that the effectiveness is conditioned by the system application of the mentioned methods and techniques. The assurance of system repetitiveness of the activities in the organisation constitutes both: implementation as well as maintenance of the management system, which enables for the uniform goals' setting and ensuring uniform goals' achieving in the particular range and chosen by the organisation.

In the meantime, the development of new technologies, frequently posing the serious threat to the environment, workers and even the product itself, can generate uprising of the new kinds of risk: risk-products, risk-environment and risk-professional. The example can be the dynamic development of nano-technology, on one hand ensuring obtaining the nano-materials characterised by the unique usefulness properties, and on the other hand posing the so far precisely-undefined threats for the environment as well as for the health condition of the workers. The organisation should have set the particular system reflecting the processes enabling achievement of the previously set goals with the simultaneous limitation of their realisation's risk.

The frequency of implementation and certification of quality, environmental and occupational health and safety management systems, and based on the following standards: ISO 9001, ISO 14001, OHSAS 18001 confirms and proves that they constitute the effective tool for gaining the set goals. Integration of the requirements in the range of normalised management systems is very often limited to the general system requirements. The real requirements of the outer clients, interested parties as well as the workers – realised on the operational level are still left unintegrated. The most often reason of the mentioned fact is the divergence of the operational criteria.

Therefore, the organisations should seek for such tools which would enable for simultaneous fulfilment of the requirements of all the involved individuals.

The factor permanently accompanying the activity of each organisation is risk. In most cases it is associated with the negative effect, however, the presence of risk may decide about the organisation's success. The risk determines the organisation's functioning, both in the context of loss's threat as well as the chance for profit's achievement. Therefore, the organisation aimed at success must understand the character of "written in" risk in its activity and should implement the effective risk management system. The system risk's management should apply the following tools and methods: identification and analysis of the risk, estimation of the risk's acceptance as well as its limitation or elimination, and what is more, it should be able to control the risk which has been already accepted.

Although the research focusing on the risk of the human's activity are being considered as the most crucial system survey, they do not have the integrated character, and are imputed to the scientific discipline and in their range are analysed the potential losses. In this aspect, one should recognise the need for risk management, finally leading to its limitation or elimination. The risk in question must refrain from the current activity of the organisation and also must be related with the threats in the field of quality, environment and the occupational safety and health, both the threats repeated as well as the ones which have never taken place.

This operational risk, in reality, decides about the ability of operational processes to fulfil the requirements presented by the customers, interested parties as well as the workers. The risk in question accompanies the production process and refrains from the way of system and technical preparation of the organisation to the internal and outer factors disturbing the normal and regular realisation of the processes.

Risk management of the operational processes, realised by the organisation, creates the chance for supervising it or even limiting, which in turn increases the probability of effective achieving the operational aims of the organisation.

The particular applied by the organisation method of the threat' minimisation ensuring quality and work safety as well as the natural environment protection depends exclusively on the goals and possibilities of the particular organisation.

The basic criterion for choosing the proper method ensuring widely understood conformity should always be the effectiveness of the realised processes, since it enables the organisations functioning in such an intensively changeable and complex environment.

And exactly this kind of effective management I wish to every reader of „Quality Issues and Insights in the 21st Century”.

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