

# Crisis Management

## Introduction

The renowned Harvard professors, Hammer and Champy asserted that the reason why some companies were able to survive for more than 200 years was their ability to deal with 'discontinuous events' - that is, unplanned crises and dramatic events.

Using the MPRR model (Mitigate- Preparation-Response- Recovery), we will develop a strategy and action plan for dealing with crises and emergencies in your business.

We will firstly consider the areas where crises and emergencies occur in business-critical functions and make an assessment of probability. (Such as data loss, machinery and systems failure and external disasters for example). We will also consider smaller scale but equally important day-to-day operational crises. Then, we will start on a journey through the MPRR model and use practical tools to assess risks and develop action plans to mitigate the impact of disasters, and plan our response using tried and tested methods like the Formula 1 (4-T methodology). We will look at how world class companies use Six Sigma techniques to predict and prepare for system failures, and how to establish RATS (Rapid Action Teams) and CATS (Corrective action Teams). We will then look at methods for dramatically increasing recovery times.

This course will provide practical tools and techniques and use 'real life' examples to illustrate the application of the principles covered.

## Objectives

By the end of this workshop, participants will be able to:

- Map processes to identify weak points using FMEA
- Calculate the probability of failure and develop appropriate response strategies
- Differentiate between efficient and effective response, and how to improve both
- Use the GTD productivity system to 'Get Things Done!'
- Plan work and organise activities in such a way as to minimise crises.
- Use the MPRR model to minimise the impact of emergencies
- Use Six sigma techniques to measure system capability and predict failures
- Use the F1 Method to deal with unplanned events.
- Establish RATS (Rapid Action Teams) and CATS (Corrective action Teams)
- Learn how to dramatically reduce post-trauma recovery times

Delegates will work in teams and work through case study and exercises to develop their own Crisis and Emergency Strategy and Action Plan

## Contents

A sample of what is covered includes:

- Crises and Emergencies
- Definitions
  - Natural Crises
  - Technological Crises
  - Malevolence and Sabotage
  - Deception and misalignment
- Probabilities & Predictions
- Business -critical functions:
  - Data loss
  - Systems failure
  - Operational Failure
  - Procedural failure
- SPC and Six sigma techniques
- Planning and Preparation basics
- Unplanned Events
- The Everest Principle - Preparation is all
- Crisis Leadership
- The 4-T's methodology
- The Plan!
- Principals in practice - (Crisis! Exercise 6 )
- Response teams & Special Forces
- CATS and RATS
- Practice and Perfection
- Efficient versus effective
- SMED Techniques

