

DNV is a global provider of services for managing risk. Established in 1864, DNV is an independent foundation with the objective of safeguarding life, property and the environment. DNV comprises 300 offices in 100 countries, with 6,400 employees.

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EFQM Framework for Risk Management

Driving Excellence in Risk Management

DNV Consulting

Driving excellence in risk management

DNV Consulting partners with clients to continually improve their management of all categories of risk. To this end, DNV Consulting, as a global risk management partner of the European Foundation for Quality Management (EFQM), produced the new 'EFQM Framework for Risk Management' with the EFQM. This framework is used to facilitate the integration of risk management and business excellence.

Our approach

We produce tailored solutions for customers using the EFQM Framework for Risk Management. This is a top-level tool designed to help organisations achieve excellence in their management of all categories of risk.

This Framework can be used in many ways, for example:

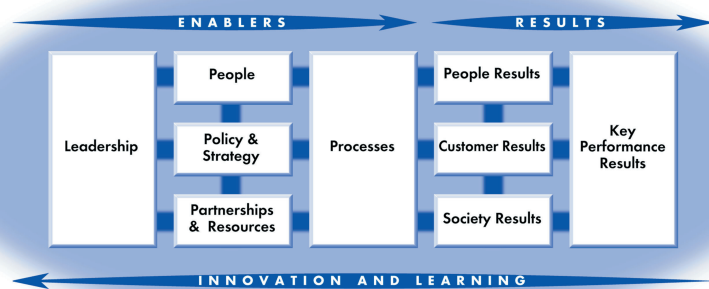
- as a tool for self-assessment
- as a benchmark against other organisations
- as a guide to identify areas for improvement
- as a common vocabulary and way of thinking
- as a framework on which the risk management capability can be built.

Our expertise

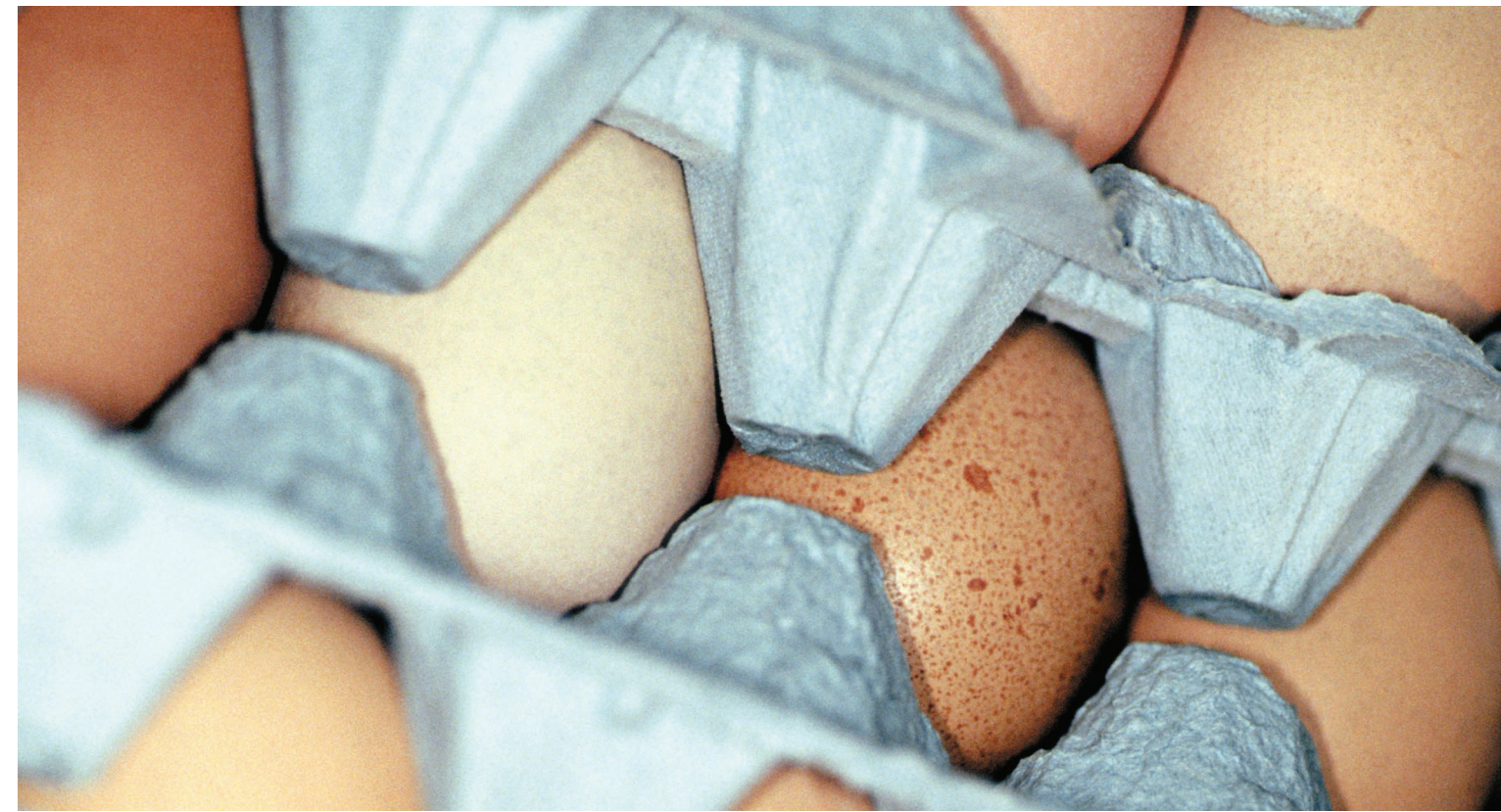
We have extensive expertise in:

- risk management
- using the EFQM Framework for Risk Management
- quality management and business excellence
- change management
- business process analysis and improvement.

Our staff are recognised by the EFQM as European Excellence Assessors, and we also have experience from participating in European Quality Award Assessor Teams.



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Our solutions

We assist organisations to carry out gap analysis against the EFQM Framework for Risk Management. This analysis is carried out using:

- workshops that assess the perception of how well risk management is conducted against the guidelines of the Framework
- a detailed, thorough and investigative assessment of the actual situation against the guidelines of the Framework, using either a protocol or RADAR scoring matrix (the evolution method used to score European Quality award applications).

Additional EFQM-related services include:

- development of frameworks tailored to meet the needs of specific organisations or sectors
- provision of coaching to gap analysis teams.

We also assist organisations to develop and implement 'action plans' and associated communication plans. We develop bespoke solutions using our expert knowledge of risk management, change management, process improvement and project management.

We also offer a wide range of consultancy services that improve organisations responsibly. These services include:

- Asset Risk Management
- Enterprise-wide Risk Management
- Health, Safety and Environmental (HSE) Risk Management
- Software and Systems Risk Management.

Benefits

The EFQM Framework for Risk Management assesses the results of risk management in terms of:

- delivering the key performance results
- safeguarding the organisation
- supporting the objectives of stakeholders
- safeguarding stakeholders (people, customers and society).

Key performance results include:

- meeting and exceeding organisational objectives
- adding and safeguarding value
- improving the robustness and effectiveness of strategy
- improving the allocation of capital
- reducing performance volatility
- safeguarding reputation
- improving the effectiveness and efficiency of core processes
- improving effectiveness of loss control
- improving the disaster recovery capability
- stakeholder assurance
- achieving corporate governance and regulatory requirements
- compliance with legislation, voluntary codes and regulations.

"This framework on risk management will be a valuable help to organisations. Assessing and managing risk is essential for businesses today. This framework is ideal for decision makers in their efforts to drive a systematic approach to tackle risk head on".

Christian Lebeer, CEO of the European Foundation for Quality Management (EFQM)