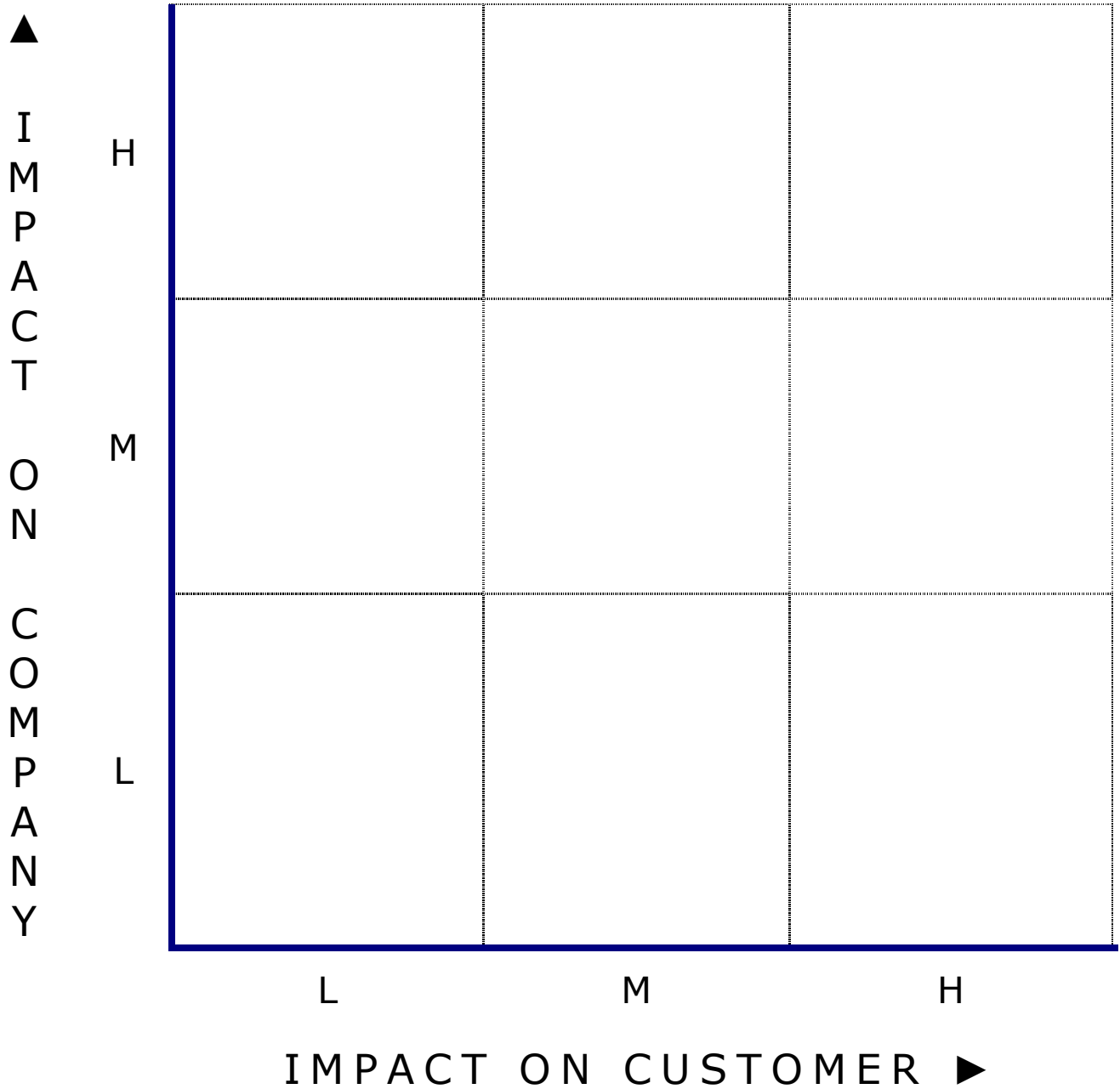




IPAPI CEM Method Risk Assessment Template



THE RISK ASSESSMENT TEMPLATE

Why would I use this template?

This template reinforces the “graph metaphor” of the Risk Assessment. Risk for process diagnostics (Moments of Truth, Break Points, and Business Rules) are judged on the X-axis in respect to the customer and on the Y-axis in respect to the company. The template is used to help promote the findings of risk relative to each process diagnostic in the process.

Template Explanations

X-axis: The X-axis is the risk to the customer, characterized as High (H), Medium (M), or Low (L).

Y-axis: The Y-axis is the risk to the company, characterized as High (H), Medium (M), or Low (L).

Matrix (graph): Each process diagnostic (MOT, BP, BR) is placed on the assessment in the proper section of the graph based on it’s values of Customer Risk and Company Risk. Process Diagnostics should include both the TYPE (MOT, BP, BR) and UID (Unique Identifier).