<table>
<thead>
<tr>
<th>TSC Category</th>
<th>General Management</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Operational Risk Management</td>
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<tr>
<td>TSC Description</td>
<td>Manage failed procedures, system failures, policy errors and other business disruption events by assessing risks and implementing risk controls</td>
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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tr>
<td></td>
<td>MAR-GMT-3007-1.1</td>
<td>MAR-GMT-4007-1.1</td>
<td>MAR-GMT-5007-1.1</td>
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<tr>
<td>Analyse operations-related information and monitor production processes and performance</td>
<td>Develop risk control measures to mitigate potential operational risks</td>
<td>Establish organisation's operational risk management standards, policies and practices</td>
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Knowledge

- Types of operational risk management (ORM) frameworks
- Types of ORM measurement methodologies
- Basic modelling techniques for operational risk measurement
- Relevant operational risk regulatory requirements
- Roles in operational risk governance structure
- Techniques to investigate operational risks
- Methods of developing key risk indicators (KRI)
- Organisation's products, policies and processes
- Organisational risk management policies
- Methods of evaluating operational risk management processes and controls

Abilities

- Collate operations-related information
- Report operational risk measurement results
- Highlight and escalate operational issues requiring attention to relevant stakeholders in a timely manner
- Develop a range of KRI to be monitored regularly
- Implement operational risk assessment initiatives within the functional area
- Develop communication plans to ensure operational risk regulatory requirements are understood and adhered to
- Identify and define boundaries of operational risks for the organisation
- Implement operational risk management policies and processes
- Identify and assess key operational risks to the organisation
- Assist business units to define and express operational risk appetite
- Provide tools or mechanisms to manage risks
- Evaluate and select appropriate risk response activities to manage operational risks across business units
| | | | | • Refine operational risk management processes for business units to achieve appropriate return on investment |