

CRISIS MATURITY REVIEW

What is the problem we are solving?

Leaders with accountability for risk management want to know the organisation has appropriate measures in place and, if not, that the organisation has a defensible position.

In a recent study of 250 senior executives by Deloitte, 79% admitted to having faced a crisis event in the last year, yet only 56% consider their organisation to be prepared.

BS and ISO standards (and now the new European Standard for Crisis Management) give us some high-level principles, but they don't tell each organisation the appropriate level of readiness for them.

What makes the difference?

Instead of developing yet another standard or benchmark, we acknowledge that all organisations are somewhere on a journey towards appropriate crisis readiness. We take a risk management view: an appropriate level for you depends on the extrinsic and intrinsic risks facing your organisation, and your organisation's appetite for risk. So, rather than auditing against a fixed standard, we help organisations understand where they are now on that journey, and where they want to get to over time.

How does our solution achieve this?

We use a maturity model that helps organisations understand where they are and where they want to get to. This approach is consistent with approaches to safety culture used by many High Reliability Organisations, where risk management is closely scrutinized. Using our maturity model can be a step change for organisations because it moves away from a discussion about compliance, towards an objective assessment of capability based on your risk appetite. We facilitate that assessment: you provide the evidence that supports it. Together we negotiate and agree a maturity level for each element of crisis readiness.

Contact us on opportunities@eddistone.com to discuss how we can help you.



What does a Maturity Review look like?

Before the assessment, we discuss your objectives and the scope of work; we arrange to meet the right people and review existing policy, plans and procedures you may (or may not) have in place.

We facilitate discussions over four to five hours, helping you negotiate and agree a position on the maturity model. Our maturity model uses indicators for each stage of maturity (Pathological, Reactive, Calculative, Proactive and Generative). It covers forty elements under ten headings, including: leadership & accountability, structure & process; stakeholder engagement; training, exercising and learning.

We then collate information and feedback a preliminary report, with outline recommendations. This session enables us to agree outputs that will be meaningful for you. We evaluate options for change so you can plan accurately for future work.

What are the benefits?

LEADING EDGE

Using this approach puts you at the leading edge of crisis readiness. You will be making a step change in crisis management maturity for your organisation. You will be using a tried and tested, best practice process and it will be delivered by experienced practitioners, who understand your needs because they've been in your position.

AUTHORITATIVE

Subject matter in our review is aligned with standards for Crisis Management (BS11200 and PD CEN/TS 17091), Major Incident Management (ISO/IEC 20000) and Business Continuity (ISO22301). In the absence of any industry-wide audit protocol, this is probably the closest you will get to an authoritative audit against relevant UK and international standards.

RISK-BASED

We adopt a risk-based approach: this is not a tick-box exercise. We go beyond the mechanics of structure and process to qualitative assessments of behaviour and culture. As a result, you get meaningful assurance for the executive board. The assessment is risk-based, in line with your corporate risk process, not just another pass / fail audit.

ACTION-ORIENTATED

We provide you with so much more than a consultant's opinion. We make evidence-based observations that establish a baseline; and we negotiate and agree a desired state of maturity you can aim for over a realistic time frame. You receive actionable recommendations: we are ready to help you prioritise and define development needs.