

Risk Management and ISO 31000 in Chile

Interview conducted for isotc262.org by
Dr. Frank Herdmann with

Francisco Maureira, Chilean delegate to TC 262



Francisco Maureira is a Constructor Engineer at the Pontific Catholic University of Valparaiso with Diplomas in Quality Management and Organizational Excellence from the Pontific Catholic University of Chile. For four and a half years he has been Technical Secretary of several standards related to Construction, Security and the Sustainability field. On International Standardization, he is the current ISO/TC 262, ISO/TC292 and ISO/TC268 Chilean National Committees Convenor.

isotc262.org: *Francisco you were representing Chile at the ISO/TC 262 meeting in October 2016 in Amman. Can you briefly introduce the Instituto Nacional de Normalización (INN), your national standardization organization, please?*

Francisco: The Instituto Nacional de Normalización (INN) is an organization that is more than 70 years old, since its creation on 1944 as INDITECNOR. In 1973 it was renamed as Instituto Nacional de Normalización a technical organization addressing quality infrastructure issues. Our vision is to become the best known agency in quality matters. Our mission is to contribute to strengthening quality to enhance competitiveness of the various productive sectors and societal quality of life, with emphasis on the key sectors prioritized by the public policies.

isotc262.org: *What is the impact of risk management and in particular ISO 31000 in Chile?*

Francisco: The ongoing ISO 31000 revision has increased the number of experts on the National Mirror Committee. Besides the private sector, lately the government, - through CAIGG (Consejo de Auditoría Interna General de Gobierno) - has been actively involved in the discussion due to the fact that risk management is an essential component of its framework and part of government strategic action lines for 2014-2018. A part of this action line is based on the risk management process implementation in the public sector. The process mentioned above consider NCh-ISO31000, NCh-ISO31010 as well as COSO-ERM methodology as a base. Since risk management is a structured, consistent, continuous process throughout the organization, it is a useful tool for the government top management to ensure compliance with their defined policies and actions.

isotc262.org: *Who are the key stakeholders of risk management in Chile?*

Francisco: Based on who are the experts of our National Mirror Committee, it is possible to define two groups of stakeholders. Those who are interested in how ISO31000 will be used, taking into account the risk based approach of ISO9001:2015. Therefore, in this first group we can identify the industry, academics, consulting, and the vast range of experts related to quality management and managing risk. On the other hand, within the second group are the policy makers related to the public sector represented by CAIGG

isotc262.org: *What are the biggest obstacles for integrating risk management in all organizational activities for managers in Chile?*

Francisco: The biggest obstacle is lack of awareness that risk management is a system which allows improving the management throughout the organization as a whole, as a continuous and learning process rather than a merely documental activity which consumes time and resources.

isotc262.org: *ISO 31000 quickly became one of the bestselling and most well recognized standards in ISO. What do you think about the future of the standard and how will it change to adapt to new challenges?*

Francisco: Since its origins ISO 31000 has been able to adapt to the rapid changes that risk management has experienced with little modification. Awareness is the challenge and our goal is to push it forward towards the decision makers.

isotc262.org: *What message do you want to give to the risk management community?*

Francisco: From the standardization point of view I encourage the risk management community and stakeholders to join the TC 262 work in order to enhance the work done. As a part of ISO/TC262, we have still so much work to do, since ISO 31000 is a powerful tool, but not quite enough.

Let's think about a well-organized family of standards related to risk management.

isotc262.org: *What advice can you give to interested parties in Chile who want to offer their input to the work of ISO/TC 262 and who should they address?*

Francisco: Join us at the National Mirror Committee to share our points of view and knowledge about risk management and any other related issues. We invite you to contact us. We are fully open to receive new experts

isotc262.org: **Thank you very much!**

Francisco: Thanks to you Frank, and all ISO/TC262 members. As a Chile delegate I am pleased to be part of this Committee and congrats for the hard work done!