

Risk Management and ISO 31000 in Colombia

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

Andrés Sánchez, Head of the Colombian delegation to TC 262



Andrés Sanchez is an Industrial Engineer. His experience comes from the insurance brokerage sector in Colombia, and the coordination of the risk management national committee. He is the Head of the Colombian delegation to the TC 262.

isotc262.org: *Andrés you were the head of the Colombian Delegation at the ISO/TC 262 meeting in October 2016 in Amman. Can you briefly introduce ICONTEC, Instituto Colombiano de Normas Técnicas y Certificación, your national standardization organization, please?*

Andrés: ICONTEC was founded in May 10th 1963, as a non-profit company. It has been the National Standards Body of Colombia since 1984 and has been involved with Product Certification since 1971. It was the first certification body accredited in Colombia and represents Colombia in the International Standards Organizations such as ISO, IEC, etc.

In terms of standardization ICONTEC coordinates the preparation of technical guides, standards and other normative documents applicable in Colombia. For this purpose, there are approximately 250 standardization committees in which industry; consumers, academy and general interests, as well as other stakeholders participate, in order to establish the fundamental requirements related to quality, safety, security, health care and environment, for products, services, processes and systems.

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

Andrés: In general, the impact of risk management referring to ISO 31000 has been positive for several sectors in Colombia due to the guidance on designing, implementing,

maintaining and improving the management of different kind of risks inherent to business. Treating risks in an adequate way aids loss reduction by impact on customer satisfaction.

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

Andrés: One of the main stakeholders of risk management is the Colombian Government, as they frequently generate initiatives and regulations encouraging enterprises to manage risk in a systematic, structured and logic way, generating repeatable and comparable results allowing continual improvement of risk management in the enterprises. Also, the private sector in Colombia has shown an interest in including practices that strengthen the management of risk, in particular the financial sector which has obtained recognition from several Latin-American countries as being one of the most structured and regulated country of the region in relation to risk.

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

Andrés: One of the biggest obstacles for integrating risk management is the organizational culture, which is reflected in a natural resistance to change; the idea of doing things differently and the difficulty of managers “selling” the benefits of risk management can produce a barrier in this field.

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?*

Andrés: The current ISO Management Systems Standards now have made risk management a strong common factor within them. This encourages organizations to use risk management to more effectively to achieve their organizational objectives. This move is increasing the recognition of ISO 31000 as the most important reference for managing risk.

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

Andrés: The message for the risk management community is to keep continuously aware of developments in risk management in order to respond in an effective way to all new challenges.

Also, there is a message for the economic sectors in all countries in the world, and it is to strengthen the integration of multidisciplinary groups in order to exchange and share the knowledge taken from the experiences of implementing risk management.

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

Andrés: Colombian experts in risk management can contribute with their inputs to the ISO TC 262, through our national committee “Comite 32 Gestion del Riesgo” led by the National Standards Body ICONTEC.

The national committee has created a national delegation, which is representing our country in the ISO TC 262 meetings, and it is composed of risk management experts with a vision from the private sector aligned with the national standardization interests.

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

Andrés: It is a real pleasure, and thank you so much for allowing us to exchange our points of view.