

MATERIAL RISK FACTORS AND MEASURES TO MANAGE RISKS

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INTERNAL CONTROL <i>Failure to establish and maintain adequate internal controls which may results in non-compliance with regulatory expectations and/or fraud from employees and/or suppliers.</i>	<i>Continuous review and enhancement of existing policies and procedures that strengthens control measures in accordance with MSI's existing operations and aligned with the stakeholders and regulatory bodies.</i> <i>Intensify internal audit system</i>
MEASUREMENT AND MONITORING OF MAJOR INITIATIVES <i>Failure to deliver commitments to GCG may results to compliance and reputational risk</i>	<i>MSI Board of Directors conducts quarterly monitoring of MSI Accomplishments versus Target</i>
CLIENT RELATIONSHIP MANAGEMENT <i>Failure to effectively identify and address stakeholder's need will negatively affect the organization's reputation and relationship with priority clients.</i>	<i>Ascertained stakeholder's concerns and needs and ensured that it is promptly addressed or acted upon.</i> <i>Ensured strict compliance with Guidelines n Handling Customer Complaint</i>
OUTSOURCING/SUPPLY MANAGEMENT <i>Failure to select suitable provider of goods and services, effectively manage arrangements and clear deliverables may results to increase in cost and delays.</i>	<i>Ensured strict compliance with the supplier's accreditation policies and procedures and R.A. 9184.</i> <i>Established improved communication and coordination with pool of suppliers and service providers.</i>
ACCOUNTING, REPORTING AND DISCLOSURE <i>Inaccurate recording and reporting of material financial transactions in accordance with existing standards</i>	<i>Reinforced "maker-checker" principles.</i> <i>Ensured strict compliance with MSI Accounting Policies and Procedures- aligned with regulatory bodies.</i>

