Risk Management 
for 
Professionals
Recognising Risk

- Case history. Yours and others’.
- Expectation gap.
- Breach of Contract.
- Sphere of expertise.
- Training/induction.
- Supervision.
Common Causes

- Inadequate instructions/brief.
- Not understanding client’s needs.
- No Contract / terms of agreement.
More Common Causes

• Missed diary dates
• Outside area of expertise.
• Miscalculation.
Yet More Common Causes

• Poor communication.
• Poor support services.
• Poor report writing.
Still More Common Causes

- Carelessness.
- Inadequate supervision / quality control
- Arrogance.
Risk Management for Professionals
The Paper-trail of Evidence

BRIEF / AGREE SERVICES TO BE PROVIDED

INSTRUCTIONS

ACCEPTANCE / CONTRACT

Meeting notes

File notes

MEETINGS

PHONE

Day Books

Conversations

Regulatory Procedures

Recording of Mail /Fax/E-Mail

LETTERS/ E-Mails

Correspondence

DOCUMENTS FORMS RECORDS

Amendments to contracts

EXCISE REVENUE

TRIBUNALS / COURTS

CONCLUSION OF SERVICES

Reports

Changes to personnel

Satisfied Client!

DISSATISFIED CLIENT!

New Business

Hot Reviews

Diary Reminders

Cold Reviews

New Business
Risk Management for Professionals