

**STRATEGIC RISK MANAGEMENT AT SMART FORCE SECURITY
SERVICES SDN BHD**

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ABSTRACT

The primary objective of the project is to identify the strategic risk management at Smart Force Security Services Sdn Bhd (SFSS). The risk exposures to be studied are Strategic Risk Management available at SFSS Sdn Bhd in providing reliable and professional services as well as to identify a higher turnover of manpower and the possible existing of financial risks. This study specifically focusing on identifying the possible strategic risk management in order to enhance the company's performance and services. By adopting the Strategic Risk management, hopefully the management of the company is responsible and accountable for establishing a clear business objectives, identifying, analyzing, assessing significant risks and formulating risk strategies by developing risk management standards and practices in the areas for which they are accountable. And ensuring these practices are fully communicated to and have active support of all employees in order to ensure a systematic and regular identification and analysis of exposures. Designing, operating and monitoring a sound system of internal control to ensure a risk-based approach is adopted in internal controls and embedded in all business processes.

CHAPTER ONE

INTRODUCTION

A service is one of the elements that are important in marketing as well as in the development of the country. A main difference between goods and services is that goods are produced whereas services are performed (Rathmell, 1974). The services provided by an individual and organizations are evaluated based upon its quality rendered. According to Cowell (1984), as far as services quality is concerned, decisions required are related to the following: -

- i) The volume of service delivered in a service product.
- ii) The timing of service delivered in a service product.
- iii) The flow of service in a service product.