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'It distils differing practices from various industries and almost challenges the reader – here is something different, why would this not work in your firm? Mastering Operational Risk condenses all the reading I would like to do but have never had the time.'

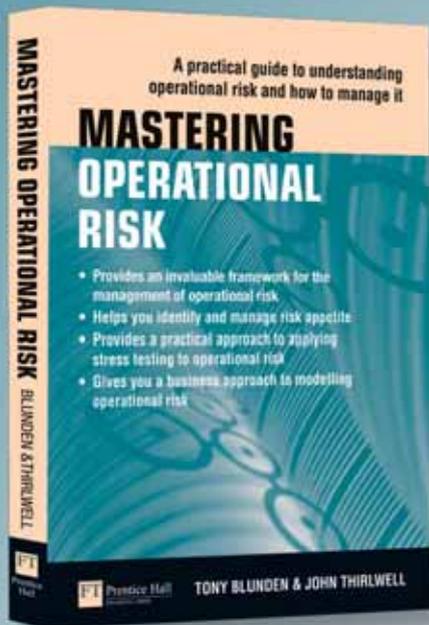
Matt Kimber, Chief Risk Officer, Marsh Ltd

'A comprehensive guide which doesn't shrink from difficult issues. It emphasises the importance of being relevant to management and is engagingly written.'

Edward Sankey, Director, Larocourt Risk Management, Chairman of the Council of the Institute of Operational Risk

'Captures the essentials of operational risk management in one easy read.'

Jonathan Howitt, Group Operational Risk Director, Man Financial



A PRACTICAL GUIDE TO UNDERSTANDING OPERATIONAL RISK AND HOW TO MANAGE IT

The global financial crisis, the Gulf of Mexico oil well disaster and the Icelandic volcano, operational risk goes far beyond operations and process risks to cover all aspects of business risk – human failure, strategic and reputational risks, as well as natural and man made disasters.

All organisations must make risk judgements and assessments and company managers have an increasing responsibility to ensure that these assessments are robust and that risk management is at the heart of their organisations.

Mastering Operational Risk takes you from the basic elements of operational risk through to its advanced applications. It gives you everything you need to help you understand what operational risk is, how it affects you and your business, and provides a framework for managing it.

In this practical guide, Tony Blunden and John Thirlwell, recognised experts in risk management, bring a wealth of experience to show you how to manage operational risk and why operational risk management really will add benefits to your business.

Mastering Operational Risk includes:

- The business case for operational risk
- Risk and control assessment
- How to use operational risk indicators
- Reporting operational risk
- Modelling and stress-testing operational risk
- Business continuity and insurance
- Managing people risk
- Containing reputational damage