

MEDIUM SIZED ENTERPRISE AUSTRIA

The risk story 3



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Medium sized enterprise from Austria

Context of the Company and the Supply Chain

The company is a medium sized company, founded in 2007, with around 100 employees specializing in measurement technology. The company produces measuring equipment with a wide field of applications. With measuring methods in the automotive industry, where mainly gap and offset measurements are concerned. Where optical measuring methods are required, the company is part of the SC.

Digitalization of SC

The company has a high level of digitization. The exchange with mechanical engineering, with the machine manufacturer, works digitally, regarding drawings exchanges. At the end of the project, after the final acceptance has taken place, the supply chain partner receives the complete step files, i.e., the complete three-dimensional construction files.

Risk Management

There is a structured approach and every manager on his own is responsible.

Practice of Risk Management: Certain training for employees is mandatory. Within the company, the roles are divided globally, and regular training is held, online tests are held where data security and corruption are concerned. In the event of a cyber-attack, there are specific instructions. All computers are encrypted.

Risks: Currently, the company is primarily exposed to knowledge and COVID-19 risks.

- Operational risk. There were no specific risks reported.
- Financial risk. There were no specific risks reported.

- Market risk. There were no specific risks reported.
- Cyber risk. There were no specific risks reported.
- The COVID-19 related risk. Due to Corona, some next steps are delayed, the expansion of the company slows down, uncertainties with SC partners and orders are difficult to predict.
- Know-how risk: Preliminary drafts are passed on to the customer and the customer asks individual questions. Within the company, the current engineering is discussed, then a draft is produced. In the end, there can be several drafts in the company. These are partly communicated to the customer. The customer could get several drafts and demands solutions that are not technically feasible. Therefore, data must be handled very carefully, also regarding imitation.

Benefits of risk management: Unwanted knowledge spillovers can happen all the time in SCs. Regarding risks in data exchange: sending the maximum necessary to somebody is the only way you can work ideally, stated by this company.