

Risk and Issue Log Lite

Use the method

Keep uncertain future problems and problems already happening visible in one small log. A risk might happen; an issue has happened or is happening. Use this for a job, recurring service, or small operation. The output is an owned response and a review date for each meaningful item.

- 1. Write the condition.** Describe cause, possible event, and effect for a risk. For an issue, record what happened, when it happened, and the observed effect.
- 2. Choose a type.** Mark risk or issue. If a risk occurs, link it to an issue instead of treating the original prediction as the whole response.
- 3. Assign priority.** For risks, rate likelihood 1 unlikely, 2 plausible, or 3 likely, and impact 1 minor, 2 disruptive, or 3 serious. Multiply the ratings: 1-2 low, 3-4 medium, 6-9 high. For issues, rate actual impact and urgency directly. For issues, mark high if work is blocked or a commitment is due within one business day; medium if work can continue with a workaround but a commitment this week is threatened; low if no current commitment is threatened. Raise priority for serious impact regardless of timing.
- 4. Name a response.** Assign one owner, a preventive or corrective action, a due date, and an escalation trigger. A rating alone is not a response.
- 5. Review on a rhythm.** Check high-priority items at each active work review and all open items at least weekly. Adjust this rhythm to the speed of the work.
- 6. Close with evidence.** Record the result and supporting evidence. An owner saying "handled" is not enough if the underlying problem remains.

Worked example

Illustrative risk R-01: because one supplier provides a critical part, a late shipment could delay installation. Likelihood 2 and impact 3 produce score 6, high priority under this tool.

Owner: scheduler. Action: confirm availability before promising the installation date and identify an alternate source. Escalation: no confirmed shipment three business days before the job.

When the supplier reports a delay, open linked issue I-01. Record the actual affected job, notify the decision owner, and choose a revised plan. Closure evidence is the confirmed replacement shipment and an agreed customer schedule.

These local ratings organize attention; they do not replace a business requirement to address urgent safety or other serious incidents immediately.

Before you put it to work

- ☐ Risk statements distinguish an uncertain event from an existing issue.
- ☐ Every open item has an owner and a next review date.
- ☐ High priority items have explicit escalation triggers.
- ☐ Closure is supported by evidence of the result.

If the problem keeps returning

If the same issue reappears, inspect the cause and the conditions that permit it. Add a preventive change to the workflow and test that change on the next job; do not merely reopen the same action.

Connect the tools

Use BO-04 for weekly review and BO-02 to fix failed handoffs.

First use

Use the worksheet on the next page for one real task. Complete the decision fields, name the person responsible, and choose a review date. Duplicate the worksheet when you need another record.

Working worksheet

Name or team _____ Date _____

Log scope

Job, log owner, review rhythm, and decision or escalation owner.

Risk and issue register

ID and type	Condition and effect	Priority and reason	Owner and response	Due and trigger	Status and evidence

Duplicate rows or this worksheet for additional records.

For risks, use the likelihood and impact score on page 1. For issues, apply the high medium low timing rule and raise priority for serious impact. Urgent serious incidents follow the business response process immediately.

Complete and review

Response detail

Item ID, prevention or correction steps, owner, due date, and decision needed.

Escalation and monitoring

Trigger, escalation recipient, next review date, and current status.

Closure evidence

Result, evidence location, person confirming closure, and closure date.

Review after use

Which risk became an issue? _____

Which response reduced the exposure or corrected the problem? _____

What item needs a decision above the owner level? _____

What evidence supports closing an item? _____

Next action _____ Owner _____ Due _____