Risk Assessment - Introduction of new POS system.

Reference No: ADM-45482-48
Version No: 1
Assessment Approver: Kevin Jarvis

The migration form multiple disparate paper driven systems to a company wide electionic POS

Department: Admin
Date Of Assessment: 09 July 2024
Review Due Before: 30 July 2029
Lead Assessor: Paul Gosney
Team: Richard Winstanley Finance Director

Introduction of new POS system.

Type	Hazard Cause	Persons Affected	Control Measures	L S T Overall	Additional Control Measures	L S T Overall	Owner/Action
Project	New system not fit for purpose, does not meet requirements, impacts railways operations and or difficult to use. Poor specification, equipment issues, user awareness, supplier misinterprets requirements	Everyone	1) CRITICAL - Engineering: Install structured cabling and upgrade internet connectivity - Effective 2) CRITICAL - Administrative: Produce specification documentation, confirm with stakeholders document accurately describes requirements - Effective 3) CRITICAL - Administrative: Research existing systems, speak to other entities within the sector to make use of their experience. Invite companies in to demonstrate their systems and to understand our requirements - Effective 4) CRITICAL - Administrative: Produce a budget for the project - Improvable 5) CRITICAL - Administrative: Produce comprehensive training regime and work instructions to assist end users. To ensure volunteer buy-in - Effective	2 x 2 = 4 Low - Risk to be monitored to ensure it remains adequately controlled to an acceptable level.	1) Administrative: Develop a robust training and refresher courses, to ensure that all new starters gain experience of the system in a non-pressured environment. - Effective 2) Administrative: Encourage end users to report all issues experienced, to identify potential training shortfalls. Ensuring that the screens are clear and easy to use. - Effective 3) Administrative: Ensure project is delivered as per specification, minimize 'feature creep' - Effective 4) Administrative: Ensure that the different retail activities have a shared vision so that no one activity dictates how the end product will operate - Effective 5) Administrative: Regular project feedback and progress meetings with stakeholders and suppliers - Effective	3 x 2 = 6 Medium - Risk to be minimised and controlled so far as is reasonably practical.	n/a

Score and Control Measure Notes.
Potential delays to project due to stake holder availability, this will always be something to be considered when working with a largely voluntary workforce
Close control of the items identified above should allow for the project to be delivered within a reasonable timescale

COSHH Assessments

There are no COSHH assessments associated with this risk assessment.
Ends