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   1. What Trainer should learn
   2. 7 principles for SME-BCM
   3. Practical tips with case studies
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3. Discussion
1-1 Outline of the Booklet

- Guidance booklet for SME to introduce BCM
  - Brief and Concise - Easy to read
  - Practical to do it yourself - Forms
  - Forms for each process

- Consistent with ISO22301 and other standards

- Experiences from SME workshops in Japan
Business Continuity Management Booklet
for Small and Medium-Sized Enterprises

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Appendix – 24 Forms

1 Blank Forms

Form 1 BCM Framework
Form 2 1 Impact Level Comparison Chart
Form 2 2 Maximum Tolerable Period of Disruption
Form 2 3 Prioritized Activities and RTOs
Form 3 1 Necessary Resources for Prioritized Activities
Form 4 1 Risk Impact and Likelihood Comparison Chart
Form 4 2 Resource Damage Estimate Sheet
Form 5 1 Protection and Mitigation Measures for Key Resources
Form 6 1 Evacuation and Rescue Plan
Form 6 2 Emergency Operation Center
Form 6 3 Emergency Contact List
Form 6 4 External Contact List
Form 6 5 Storage List for Disasters
Form 6 6 Damage Survey Form
Form 7 1 Continuity Strategy Summary
Form 7 2 BC Strategy Planning Sheet
Form 8 1 Available Funds
Form 8 2 Recovery Costs
Form 8 3 Ordinary Expenditures
Form 8 4 Financial Status Sheet
Form 8 5 Financial Measures
Form 9 1 Exercise Plan
Form 10 1 BCM Review Form
Form 10 2 Management Review Sheet

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# 1-2 Booklet Contents

## 10 Steps guidance

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Easy guidance and Form

Step 7  BC strategies for early resumption

Guidance text

Form to fill

Guidance how to fill the Form.
2-1 What Trainer should learn

- BCM Contents: What to make
  - 10 Steps
  - How to fill the Forms

- How to do: Seven Principles for SME – BCM
  - Where SME should focus?

- Practical tips with case studies
  - Show examples how SME participants did
2-2: Seven Principles for SME BCM

1. Top Down & Bottom up together
2. Visualize what will happen
3. Start from what you are able to do
4. Exercise! Be ready to do as planned
5. Maximize your staffs capabilities
6. Ask for outside assistance.
7. PDCA continuous improvement
2-3 Practical tips from case studies

- Case 19 Plastic parts maker (30)
- Case 25 Water-Jet machining co. (8)
- Case 30 Software developing co. (9)
- Case 40 Newspaper transport co. (116)
- Case 52 Precision instrument distributor (21)

Case 19
Plastic Parts Maker . Employees:30

No1. Risk: North Tokyo Bay earthquake

Disaster Scenario:
• Employees – Low attendance
• Machines – damaged
• Head Office – loss of function
• delivery delayed

Case 19
Plastic Parts Maker. Employees: 30

BC Strategies:

- Top Priority – plastic molding process
- Critical resources: employees, plastic molding machines, molds, materials
- Emergency response - immediate damage check
- Recovery option #1 - Internal repair
  - Staff Competency List
    - multi-skill training to expand staffs competency fields
  - Emergency response – duty allocation timeline sheet
- Recovery option #2 – Resumption at outside alternate site
  - Transport planning of mold and materials

Un-noticed dependency on specific persons
BCP strengthens sales appeals
Case 25

Water-Jet Machining Co., Employees: 8

No1. Risk: West Tokyo (Tama) earthquake

Disaster Scenario:
• Employee attendance 62% (5/8)
• One water-jet machine, piping and damaged,
• PC & Data damaged,
• Essential service disruption: electricity 3 days, water 7 days
BC Strategies:
- Top priority business - the largest customer
- Key resources, staffs, 3 water-jet machines, data
- Staffs: emergency response procedures – to be able to back up other staff’s duties during absence.
- Damaged machine – outside emergency repair
- staff training – enhance internal skills of inspection and repair
- PC & HDD back-up hardware, Date back-up storage

Important to consider:
1. Staff back up
2. Close working together relationship with customer at normal times

Case 25
Water-Jet Machining Co., Employees: 8
Limited number of staffs.
Certain works depend on only the specific person.
If he or she is out, nobody can do!
Case 30
Software development. Employees: 9

No1. Risk: North Tokyo Bay earthquake

Disaster Scenario:
• Nearby fire - Head Office - loss of function
• President on business trip (returns 3 days after)
• PC, servers – damaged, Data - partially lost

BC Strategies:
• Critical resources: **staffs, information assets (data)**
• Safety of skilled employees
• Protection of pre-delivery software (including work in process)
• Protection of software development IT environment
• Back up servers, Back-up data at separate places
• **Loss of Head Office is Not out of Assumption**
Case 40
Newspaper transport co. Employees: 116

No1. Risk: North Tokyo Bay earthquake

Disaster Scenario:
• Employee attendance 60%
• Head Office- loss of function
• Communication network – down
• No fuel supply
• 50% truck arrival rate to the printing factories
Case 40
Newspaper transport co. Employees: 116

BC Strategies:

- **Top Priority** – Newspaper company business
- **Critical resources:** drivers, trucks, communication means
- **Emergency Driver Action procedures** – during communication down
  - Driver’s self judgment follow pre-planned contact and gathering points
- **Meetings with Newspaper co.**
  - Tell what we can do and we cannot do
  - Understand what the customer wants
- **Fuel tank at newspaper company premise.**
- Priority fuel delivery request

Discussion with customer leads to enhance the company trust!
Case 52
Precision instrument distributor
Employees: 21

No1. Risk: North Tokyo Bay earthquake

Disaster Scenario:
Servers, printers – damaged, fallen PCs – damaged, Goods - damaged

BC Strategies:
• Safety confirmation of employees
• Emergency customer communication procedures
• Independent action procedures for staffs (when communication down)
• Damage check sheet – for staffs to do status check of key resources
• No access to Home office
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3. Discussion

Thank you