

'RISK AND CRISIS MANAGEMENT'

Table of Contents

Introduction	2
A brief overview of the supply chain crisis experienced by The Chicken Basket	2
Two contingency strategies that The Chicken Basket could have implemented to pre-emptively manage supply chain failures	3
critical business functions	3
Conclusion	Error! Bookmark not defined.
References	Error! Bookmark not defined.

Introduction

Risk management exemplifies the action associated with controlling, assessing, and identifying threats to earnings and capital related to an organisation, like the Chicken Basket, an Australian Restaurant Chain. On the other hand, crisis management is significantly involved in pinpointing a threat to a company, and its stakeholders in terms of responding to that particular threat effectively. The Chicken Basket is considered a renowned restaurant chain in Australia that particularly specialises in the dishes of peri-peri style chicken and is currently running over 45 outlets across Australia. In recent times, this organisation has confronted some obstacles related to its supply chain. So, this assignment is going to deeply highlight some strategies, like recovery and contingency strategies, and overall business analysis plan, including the strong recommendations for this organisation.

A brief overview of the supply chain crisis experienced by The Chicken Basket

Chicken basket symbolises the most popular Australian-based restaurant that involves bestowing different types of peri-peri-style chicken dishes to the wide ranges of customers across Australia, and currently running over 45 outlets. The Chicken basket has supplied his chicken from Henderson hens and the logistics portion of the Chicken basket has been handled by CTC logistics. In this step, the different types of supply chain production issues are going to be climaxed that are faced by the Chicken basket as part of their day-to-day business process. The first issue exemplifies the lack of resources analysis optimisation process from Henderson hens because the logistics of any business organisation have closely depended upon the production and manufacturing process. The second issue symbolises the lack of skilled employees in the lexicon of Chicken basket as the logistics process of Chicken basket often requires skilled employees who have a background in logistic and supply chain management. Those employees need to handle all of the logistics activities by themselves. The third and last issue is that Henderson hens have been damaged by the recent thunderstorm that is leading to the supplier issues for bestowing the sufficient internal stock of chicken for this restaurant chain. The delivery strike also accomplished a negative impact on customers in the lexicon of Chicken basket.

Two contingency strategies that The Chicken Basket could have implemented to preemptively manage supply chain failures

Contingency strategies or planning epitomises the process related to assessing and identifying potential threats and risks to the business, like the Chicken Basket, and endorsing a comprehensive plan, which involves permitting the organisation in terms of responding to any disaster or threat as crisis and restoring normal operations of business quickly. This process is considered a proactive strategy, which involves emphasising preparation over antiphons (Paul, Sarker & Essam, 2018). Two prime contingency strategies have been highlighted through this above discussion that could have been implemented by the Chicken Basket in terms of preemptively managing failures of the supply chain.

Reviewing emergency plans with employees

Reviewing emergency plans with employees can be one of the extensive ways to preemptively manage supply chain failures in the organisation, like the Chicken Basket, an Australian-based restaurant chain. In this lexicon of this restaurant chain, discussing emergency plans for supply chain failures (as happened previously) with all levels of staff of all the outlets can be considered an effective way to manage upcoming supply chain issues. This strategy is concerned with fostering risk analysis, boosting human resource responsibilities, assessing which employees are considered necessary in terms of maintaining operations, flourishing coordination and cooperation with customers, vendors, and suppliers, public officials, and so on, and do not announce emergency drills, which allows employees to hold a realistic feel on how to react (Wiengarten, Singh & Fynes, 2019). This strategy also involves scheduling training for workers who are especially non-equipped in terms of running drills and reviewing emergency procedures.

A Business Impact Analysis (BIA) about The Chicken Basket's recent crisis, focusing on the critical business functions

BIA or an analysis associated with business impact is envisaged as an analysis, which involves predicting the disruption consequences related to a business, like the Chicken Basket

Restaurant chain by processing and gathering information required to foster recovery strategies. An extensive BIA about The Chicken Basket consists of five facets as affirmed below.



Figure 1: Business Impact Analysis

(Source: Pernica, 2017)

Executive Sponsorship

Conducting and accomplishing an analysis related to business impact requires executives' support in an organisation, like the Chicken Basket. This analysis is involved in designating to fail without the support of management (Pernica, 2017). Backing of executives bestows the organisation the clout needed by the restaurant chain in terms of getting priority and cooperation with other departments, such as supply chain management, logistic department, crisis management, and so on. Communication from the top down can be considered the most effective and efficient way to get support from management.