

# Risk Reporting and Insights: Case Study

Credit scoring company with international presence

**Organisation type:** International credit scoring company

**Client sponsor:** Risk Function

**Period:** October - December 2021

## Context

Our client is an international credit scoring company that collects a large volume of data, including loss events, issues, KRIs, risk and control assessment, and client complaints. Given the volume and the different types of data collected, the client has found it challenging to:

- understand the relationship among the data
- create effective risk reports.

## Our approach and services

The project comprised three steps:

1. Review of the existing risk reporting documents
2. Qualitative and quantitative analysis, from various data source to create insight : KRIs, loss events, RCSA results and issues
3. Suggestions of format and content of risk reporting

Content and recommendations were adapted to the firm's size, complexity, and maturity in operational risk management, and to the meet regulatory expectations.

Two Chapelle's consultant worked on the project: Ariane Chapelle (partner) and Giorgia Chillon (senior consultant) for about 20 man-days including weekly meetings,

every Friday for about 12 weeks. The project produced around 30 recommendations and reporting and analysis, that the firm implemented as the project developed.

### Results and benefits for the client

This project was completed in 3 months. The efficient communication between the client and Chapelle Consulting was a crucial factor that made this project successful.

As a result of the project, the client:

- better understood the nature of its risk data and the relationship among the different risk types
- revised and tailored the content of the various risk reports
- implemented immediate changes to its reporting structure, with some longer-term options for future implementation.

### Client's comments and satisfaction

*“Ariane and Giorgia were great to work with. They are both experts in Risk Management and have fantastic advice to share. We found their analysis and proposals both insightful and useful and would not hesitate to use their expertise again!”*