

Making risk mitigation actionable across a fast-moving ecommerce operation

Embedding consistent risk management across a fragmented, fast-moving operation

A leading South American ecommerce company seeking to improve how risk was identified and managed across its logistics network.

The challenge

The organisation struggled to manage risk across a large and rapidly evolving logistics network. Risk data was inconsistent, incomplete and not standardised, limiting visibility at regional and country levels.

Different functions applied their own definitions and approaches, and risk assessments required significant rework to support decision-making. As a result, the organisation operated reactively, with limited ability to prioritise critical risks or align action across operations, engineering and EHS teams.

The approach

dss+ established a consistent, organisation-wide approach to defining and managing risk, supported by the dss+360 platform. Existing risk data was cleaned, structured and standardised, creating a reliable and comparable view across regions.

Cross-functional workshops aligned operations, engineering, HR and EHS teams on how risk was identified, assessed and managed. Risks were captured directly through the platform during on-the-floor activities, improving accuracy and ownership.

By linking hazards, risks and controls within a single framework, the organisation was able to prioritise more effectively and embed risk management into day-to-day decision-making.

Impact on the ground

Consistent approach
to identifying and managing risk

Stronger alignment
across operations and support functions

Risk management embedded
into day-to-day decision-making

The inflection point

“Making risk actionable requires more than data. It requires a shared understanding across the organisation of what matters and how to respond.”

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