

Univerzita Karlova

Filozofická fakulta

Ústav informačních studií a knihovnictví

**BAKALÁŘSKÁ PRÁCE**

**Nastavení a realizace procesu řízení rizik na České poště,  
soulad s normou ČSN ISO 31000 Management rizik**

Setting up and implementation of the risk management process in Czech Post,  
compliance with the standard ČSN ISO 31000 Risk Management

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## Abstract

The goal of my bachelor's thesis was to verify the setting and implementation of the risk management process at the Czech Post and the compliance with the ČSN ISO 31000 Risk Management standard.

In the introduction to my work, I only briefly describe the basic terms used in risk management. I briefly define the standard, the concept of ISO and the basic types of ISO standards covering the monitored area. I also deal with the risk management system at the Czech Post, which is extensive and sophisticated. In Chapter No. 4 I clearly and comprehensibly stated the conditions under which Czech Post does business. Among other things, I define the postal license, the holder of which is Czech Post.

The largest part of the work in terms of content is chapter No. 5 Risk management at the Czech Post. Here I describe in detail how the risk management process is set up. I devoted my attention to the analysis of the internal guideline, which is a true methodological guide.

The final chapter No. 6 is dedicated to a detailed comparison of the requirements set out in the ISO 31 000 standard with the reality of risk management at the Czech Post.

In my bachelor's thesis, I mainly used information from professional literature as well as information that can be found on the Internet. These were mainly the annual reports of the Czech Post and the Czech Telecommunications Office. I also had the ISO 31 000 Risk Management standard at my disposal, and the important source of information were led interviews with the Czech Post risk managers and the internal regulations that were provided to me for inspection.

**Keywords:** Czech Post, ISO 31000 standard, risk management, risk identification, threat, risk assessment, business continuity management