



# **EHQMS Procedure**

Organizational Context



## Table of Contents

<b>1 ORGANIZATIONAL CONTEXT .....</b>	<b>3</b>
<b>1.1 INTRODUCTION &amp; PURPOSE .....</b>	<b>3</b>
1.1.1 Process Activity Map .....	3
1.1.2 References .....	3
1.1.3 Terms & Definitions.....	3
<b>1.2 APPLICATION &amp; SCOPE .....</b>	<b>4</b>
<b>1.3 ORGANIZATIONAL CONTEXT.....</b>	<b>4</b>
1.3.1 Internal Issues .....	5
1.3.1.1 Strengths .....	5
1.3.1.2 Weaknesses.....	5
1.3.1.3 Opportunities .....	5
1.3.1.4 Threats.....	5
1.3.2 External Issues.....	6
1.3.2.1 Political.....	6
1.3.2.2 Environmental .....	6
1.3.2.3 Technological .....	6
1.3.2.4 Social/Cultural .....	7
1.3.2.5 Legislative .....	7
1.3.2.6 Economic.....	7
<b>1.4 INTERESTED PARTY REQUIREMENTS .....</b>	<b>7</b>
1.4.1 Identifying Interested Party Requirements .....	8
1.4.2 Interested Party Scoring Matrix .....	8
1.4.3 Action Matrix.....	8
1.4.4 Monitoring and Review.....	9
<b>1.5 PROCESS MATRIX &amp; APPLICATION .....</b>	<b>9</b>
1.5.1 Process Matrix.....	9
1.5.2 Process Application .....	9
<b>1.6 FORMS &amp; RECORDS .....</b>	<b>9</b>

### 1.4.1 Identifying Interested Party Requirements

The needs and expectation of interested parties are initially captured using the *QEHS Context & Interested Parties* matrix. Using this template, the respective **Departmental Managers** identify and list the needs and expectations of any interested parties in relation with their department that may have potential impact on the achievement of **your organization's** objectives and policy, the conformity of our products, services and our management system.

Each **Departmental Manager** in conjunction with the **QEHS Manager** ranks the interested parties according to their degree of Priority and their Relevance (1 low, 4 high) to current objectives, policies and conformity of products and services. The spreadsheet multiplies these scores to generate an overall Power score that represents the Risk Priority Number (RPN) that is used to prioritize the adoption of any relevant need or expectation.

1. **Relevance** – effects upon organizational activities;
2. **Priority** – effects on decisions the organization makes;
3. **Power** – combined effects of influence the interested party has (Risk Priority Number RPN).

### 1.4.2 Interested Party Scoring Matrix

<b>Power</b> (Effects of influence) = Priority x Relevance		<b>Priority</b> of Interested Party (Effects on decisions)			
		No importance	Minor importance	Some importance	Major importance
<b>Relevance</b> of Interested Party (Effects on activities)	Not relevant	1	2	3	4
	Minor relevance	2	4	6	8
	Influential	3	6	9	12
	Significantly relevant	4	8	12	16

### 1.4.3 Action Matrix

<b>Score</b>	<b>Power</b> of Interested Party (Effects on decisions)		
	Description	Strategy	Objectives
1 to 3	Low relevance with low importance	Monitor interest	Detect opportunities from growing interest
4 to 6	Low relevance with high importance	Keep satisfied	Build interest, monitor for changes
7 to 11	High relevance with low importance	Keep informed	Maintain interest, monitor for changes
12 to 16	High relevance with high importance	Manage closely	Maintain support, monitor for changes

Based on the scoring output, each **Departmental Manager** in conjunction with the **QEHS Manager** considers, develops and implements the handling approaches, defined in the table above, to manage and comply with the needs and expectations of our interested parties.

The *QEHS Context & Interested Parties* matrix is submitted to **Top management** for discussion, review and acceptance for incorporation into the QEHS management system via addition to our scope, or incorporation into customer requirements, operational activities, process controls, hazard and aspect registers, risk and opportunity registers, and compliance obligation and legal registers.

### 1.4.4 Monitoring and Review

Each **Departmental Manager** in conjunction with the **QEHS Manager** are responsible for the reassessment of their relevant interested parties. Reassessment is conducted on need-to-do basis, it includes:

1. Identifying new parties;
2. Reassessing each parties' requirement(s) and compliance status;
3. Adjusting mitigation plans or developing new mitigation plans;
4. Adjusting schedule and budgets, if applicable.

Each **Departmental Manager** consults relevant members of **Top management** for any change on mitigation action to manage and whenever applicable to fulfil the needs and expectations of interested parties. The effectiveness of mitigation action is monitored, evaluated and reviewed.

## 1.5 Process Matrix & Application

### 1.5.1 Process Matrix

**Your organization** uses the Process Matrix worksheet to align the clauses and requirements of ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018 to the processes within our organization. It provides a convenient overview of the management system processes and helps to define the sequence and interaction of processes.

The **QEHS Manager** and **Top management** are responsible for ensuring the Process Matrix worksheet is prepared, reviewed and kept up-to-date.

### 1.5.2 Process Application

**Your organization** uses the Process Application worksheet to assign requirements to relevant functions, processes, departments and teams to show how our organization establishes, implements, maintains and continually improves its management system, its processes and their interactions, in accordance with the requirements of ISO 9001:2015 Clause 4.4, ISO 14001:2015, Clause 4.4 and ISO 45001:2018 Clause 4.4.

The completed Process Matrix & Application workbook the basis for programming internal audits as well as becoming a roadmap to the entire management system that allows internal and external personnel to clearly understand how our organization's processes fit together.

## 1.6 Forms & Records

All documentation and records generated by the organization context procedure are retained and managed in accordance with the Documented Information Procedure.

Title & Description
Context & Interested Parties
Process Matrix & Application
SWOT Analysis Template
PESTLE Analysis Template