

Context & Interested Parties

Interested Parties are those stakeholders who receive your products or services, who may be impacted by them, or those parties who may otherwise have a significant interest in your organization. Use this template to document any external and internal issues relevant to your organization's operational purpose and strategic direction that may affect its ability to achieve the intended result of the quality management system.

Also, use this table to map out and understand the expectations of relevant interested parties and how you plan to deal with their requirements through the quality management system. The interested party groups, although not exhaustive, are representative of many industries.

This information should be retained as a strategy or tactical planning document to underpin your organization's policies and to provide a road map to achieve future goals.

Power (Effects of influence) = Priority x Relevance		Priority of Interested Party (Effects on decisions)			
		No importance	Minor importance	Some importance	Major importance
Relevance 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

Ref.	4.1		4.2a			4.2b	4.2c	4.3	4.3	4.4	
	External Issues	Internal Issues	Interested Party	Priority (1 to 4)	Relevance (1 to 4)	Power (P x R)	Interested Party Requirements	Criteria & Methods	QMS Scope Applicability	QMS Scope Exclusion(s)	QMS Processes
1	Customer perception	Impact on future business Achieving revenue targets	Current customer	4	4	16	Requirements documented by the contract Kept satisfied Kept informed	Monthly Business Ops Meeting Manage closely Increase repeat orders	Customer process	None	Order/Quote Fulfilment Customer feedback and satisfaction
3	Too few qualified suppliers	Impact on priority and quality of build Supply goods and services on time	Suppliers	3	4	12	Defined procurement frequency and quantity On-time payment	Supplier performance evaluation report and auditing Review cost of build based on required/requested material specs	Yes	None	Procurement & Supply
2	Outside competition for recruitment	Job performance	Employees	3	3	9	Good benefits package/fair Pay Safe and healthy environment Keep informed Working time arrangements Substitution of hazardous substances	Monthly Business Ops Meeting Auditing Appraisals Employee feedback	Yes	None	Human Resources
4	Potential incident or threat external to our premises	Potential health and safety incident within our premises Potential environmental incident within our premises	Fire services and local emergency response agencies Workers and contractors	3	2	6	Information on hazardous materials on site, and information on internal emergency response capabilities relating to the environment and OHS Access requirements and emergency procedures	Provide information on storage locations of hazardous materials, data regarding composition of fuels, oils and other hazardous materials Worker and contractor training and competence	Yes	None	Facilities, Operations
5						0					
6						0					
7						0					
8						0					
9						0					
10						0					
11						0					
12						0					
13						0					
14						0					
15						0					
16						0					