## **PURPOS**E

To establish the needs of all Interested Parties and how the QMS addresses the needs applicable to processes, working activities, procedures and general practices of the business

**SCOPE**

All identified interested parties

**METHOD**

We have taken a “Risk based” approach and considered there are 3 aspects to assess – **Desire, Need,** and **Demand** which we have classified as **Low, Medium** and **High Risk**

**Desire**: The aspect is: desirable or adds value and or some benefit to the recipient (Low Risk)

**Need**: The aspect is “Needed” or “Expected” as a measure of success of service delivery but failure is not critical (Medium Risk)

**Demand**: The aspect is service or quality critical and absence would be severely damaging to the relationship (High Risk)

**ASSESSMENT TABLE**

| **Interested Parties** | **Aspect to Consider** | **Assessment / Risk** | | | **objective** | **Person responsible** |
| --- | --- | --- | --- | --- | --- | --- |
| **Desire**  **(Low)** | **Need**  **(Med)** | **Demand**  **(High)** |  |
| * Customers / Clients | * Excellent Service Provision |  | ✔ |  | Achieve targets, retain business, increase orders  High quality of service. |  |
| * Effective Reporting |  | ✔ |  |  |
| * Legal & Regulative Compliance |  |  | ✔ |  |
| * Rapid Response to enquiries | ✔ |  |  |  |
| * Technical Innovation |  | ✔ |  |  |
| * Financial Security |  | ✔ |  |  |
| * Economic Competitiveness |  |  | ✔ |  |
| * External Certification Bodies * NICEIC | * Legal & Regulative Compliance |  |  | ✔ | Ensure all documentation is compliant with standards that we are accredited to. Good robust system in place with regular internal audit checks for compliance |  |
| * Effective Documentation |  | ✔ |  |  |
| * Established working practices |  | ✔ |  |  |
| * Environment Agency * Relevant Local Authorities * Health & Safety Executive | * Legal & Regulatory Compliance |  |  | ✔ | Regular checks on legislation and compliance in line with agencies, Good legal and financial processes and check in place to bring in good profit and no fines. Adherence to regulatory bodies |  |
| * Co-operation |  | ✔ |  |  |
| * Effective Risk Management |  | ✔ |  |  |
| * Competency |  | ✔ |  |  |
| * Shareholders * Investors | * Compliance to Regulations |  |  | ✔ |  |
| * Acceptable returns in investment | ✔ |  |  |  |
| * Internal Auditors * External Certification bodies * Insurance Companies | * Compliance to Regulations and Standards |  | ✔ |  | Regular checks on all aspects of schedules, certification and renewal dates, display and inform insurance of relevant changes to the business. Effective management system adhering to ISO standards |  |
| * Uphold the spirit and essence of the standards | ✔ |  |  |  |
| * Compliance with Insurance requirements |  |  | ✔ |  |
| * Members of the Public | * Courtesy and Professionalism | ✔ |  |  | To ensure the work carried out does not impact the general public, policies and procedure check to ensure compliance |  |
| * Minimal impact and disruption | ✔ |  |  |  |
| * Quick resolution of complaints | ✔ |  |  |  |
| * External Service Providers | * Effective Purchasing protocols | ✔ |  |  | Check and review approved suppliers for their effectiveness and performance. Prompt payment, long term association |  |
| * Mutual Beneficial Relationships | ✔ |  |  |  |
| * Payment within terms |  | ✔ |  |  |
| * Senior Management * Other Management * Employees * Employees Families’ | * Job Security | ✔ |  |  | Appraisals to ensure both employees and families through work life balance are satisfied, all H & S PPE are in place to ensure safety of staff |  |
| * Job Satisfaction | ✔ |  |  |  |
| * Fair Pay, Terms and Conditions |  | ✔ |  |  |
| * Non-Discriminative opportunities |  |  | ✔ |  |
| * Payment of Salaries & Wages |  |  | ✔ |  |
| * Safety in the Workplace |  |  | ✔ |  |
| * Work – Life Balance | ✔ |  |  |  |