

**QUALITY MANAGEMENT  
PROCEDURE FOR THE  
CONTEXT OF THE ORGANIZATION**

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## 1. APPROVAL

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## 2. PURPOSE

The purpose of this procedure is to define the guidelines on how to establish the context of the organization and subsequent strategic objectives and direction of **Insert Your Company** through the:

- Identification of interested parties.
- Analysis of internal and external issues of concern.
- Identification of needs and expectations of interested parties.
- Relevant risks and opportunities.

## 3. SCOPE

This procedure applies to the processes of defining **Insert Your Company** in the marketplace and understanding how relevant risks arising from legal, economic, social and technological issues influence our strategic direction based on **Insert Your Company** organizational context.

## 4. TERMS AND DEFINITIONS

Term	Definition
<b>Inputs</b>	Resources (people, materials, energy, information or financial) that are put into a system to seek a desired output.
<b>Interested Parties</b>	Stakeholders who use our products and services, or who may be impacted by them, or those parties who may otherwise have a significant interest in (or to) <b>Insert Your Company</b> .
<b>Objective</b>	The result to be achieved. Objectives must be SMART – Specific, Measurable, Achievable, Realistic and Timely.
<b>Opportunity</b>	The positive effect of uncertainty.
<b>Process</b>	The result of a process.
<b>System</b>	A set of interrelated or interacting activities which use inputs to deliver outputs.
<b>Risk</b>	The likelihood of a negative effect.
<b>Risk Assessment</b>	Is the overall process of risk identification, risk analysis and risk evaluation.

## 5. ROLES AND RESPONSIBILITIES

**Managers** are responsible for:

- Understanding the needs of internal and external stakeholders to ensure that **Insert Your Company** quality management system is effective.