Satisfy requirements M 2

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| --- | --- |
| type | management process |
| purpose | identify, communicate and take into account the requirements:   * of interested parties * statutory and regulatory * of products and services |
| owner | project leader / quality manager |
| risks | * not taking into account the context of the company * not understanding the requirements of interested parties * not providing the necessary resources * not communicating internal requirements to interested parties * feasibility of order not verified * not taking into account the impact of any change of a requirement * not taking into account the risks identified |
| upstream processes | * negotiate the contract * address risks * carry out management review * acquire resources * analyse data |
| downstream processes | * communicate * measure customer satisfaction * audit * improve |
| inputs | * contracts: * customer requirements * product and service requirements * various constraints * risks identified * orders |
| activities  (sub-processes) | * establish all product and service requirements * carry out feasibility review * take into account any requirement change * ensure effective communication with the customer |
| outputs | * internal requirements * data for purchasing * data for logistics |
| resources | commercial department, project leaders, documentation system |
| indicators | * applied in time changes * customer claims * costs of exceptional transports |
| procedures / documents | management review, process control, customer satisfaction, change control, audits, continual improvement / feasibility studies, product specifications, change requests, audit reports |
| customers | all the staff and processes, interested parties |

Glossary:

* QMS: quality management system

purpose

owner

title / codification

project leader / quality manager

identify, communicate and take into account the requirements:

* of interested parties
* statutory and regulatory
* of products and services

satisfy requirements

/ M 2

downstream processes

upstream processes

* communicate
* measure the satisfaction of interested parties
* audit
* improve
* negotiate the contract
* address risks
* carry out management review
* acquire resources
* analyse data

risks

* not taking into account the context of the company
* not understanding the requirements of interested parties
* not providing the necessary resources
* not communicating internal requirements to interested parties
* feasibility of order not verified
* not taking into account the impact of any change of a requirement
* not taking into account the risks identified

inputs

activities

outputs

* establish all product and service requirements
* carry out feasibility review
* take into account any requirement change
* ensure effective communication with the customer
* contracts:
* customer requirements
* product and service requirements
* various constraints
* risks identified
* orders
* internal requirements
* data for purchasing
* data for logistics

resources

indicators

customers

procedures / documents

all the staff and processes, interested parties

applied in time changes, customer claims, costs of exceptional transports

management review, process control, customer satisfaction, change control, audits, continual improvement / feasibility studies, product specifications, change requests, audit reports

commercial department, project leaders, documentation system