

## *Interested Parties – needs, expectations & risks*

<i>Interested Parties</i>	<i>Needs and Expectations</i>	<i>Associated Risks</i>	<i>Mitigating Action</i>	<i>Review</i>
<b>Customers</b>	<ul style="list-style-type: none"> <li>- Quality, price &amp; on time delivery of products</li> <li>- Easy to do business with</li> <li>- Solvent/Stable long term supplier/partner</li> <li>- Ethical supplier</li> <li>- Environmentally friendly</li> </ul>	Not meeting customers' expectations and achieving customer satisfaction Suppliers Missed requirements	Satisfaction surveys AS9100 approved QMS MyCase customer complaint handling system Purchasing process-flow down of customer requirements Contract Review carried out by Crewe Product based risk assessment	Monthly Exec meeting Quarterly SBU Board meeting Annual JW Board review
<b>Owners</b>	<ul style="list-style-type: none"> <li>- Sustained profitability</li> <li>- Transparency</li> </ul>	Not meeting budget Lack of sales	Sales forecasts agreed with board	Monthly Exec meeting Quarterly SBU Board meeting Annual JW Board review
<b>Employees</b>	<ul style="list-style-type: none"> <li>- Good working environment</li> <li>- Job security</li> <li>- Recognition and reward</li> <li>- Transparency</li> <li>- Training &amp; Development opportunity</li> </ul>	Lack of sales Redundancies Staff retention Training Knowledge retention	Objective reviews Training review Progression Quarterly briefs Employee Survey Knowledge Management Succession planning Employee engagement	Monthly Exec meeting Quarterly SBU Board meeting Annual JW Board review Union meetings Employee forum
<b>Suppliers</b>	<ul style="list-style-type: none"> <li>-Mutual benefit and continuity</li> <li>-Clear and concise information and flow down of requirements</li> <li>-Profitability</li> <li>-Transparency</li> </ul>	Late delivery and customer impact Poor quality of materials Missed requirements Obsolescence	Supplier scorecards – performance (quality, delivery and response time) Contract Review (flow down of customer requirements)	Monthly Exec meeting Quarterly SBU Board meeting Annual JW Board review

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		Closure Counterfeit parts Brexit Impact on supply of raw materials – costs and administrative delays	Dual Sourcing Supplier audits Terms and Conditions Stock build	
<b>Local community</b>	-Environmental protection -Ethical behaviour -Compliance with statutory and regulatory requirements	Flooding Environmental impact (chemicals, pollution, noise) Reputational damage	Cooperation with Environmental Agency on site improvements Risk Assessments Community engagement Contingency Plans Flood defences Local Council Approvals	Monthly Exec meeting Quarterly SBU Board meeting Annual JW Board review
<b>Unions</b>	Good working relationship Transparency	Industrial action	Union meetings Pay Negotiation Policies agreed with Union Consultations	Monthly Exec meeting Quarterly SBU Board meeting Annual JW Board review Union meetings
<b>Government &amp; Regulatory authorities</b>	Compliance	Factory closure Fines Redundancies Imprisonment (directors) Environmental impacts	Management ensure compliance (structure e.g. finance, environmental, H&S. Quality, payroll)	Monthly Exec meeting Quarterly SBU Board meeting Annual JW Board review