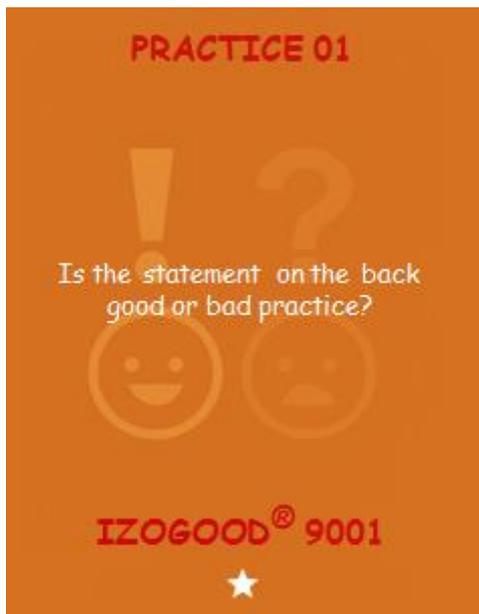


## PRACTICE (good or bad practices)



The diagnosis of the organization context includes the main external and internal issues

### **PRACTICE 01 The diagnosis of the organization context includes the main external and internal issues**

Good practice § 4.1 ★

*To understand its context, top management must prioritize internal and external issues*

### **PRACTICE 02 To determine the issues of the context, the analysis of the competitive environment is a priority**

Bad practice § 4.1 ★★

*Top management must first determine internal and external issues*

### **PRACTICE 03 The analysis of the needs and expectations of interested parties is independent of the products and services of the organization**

Bad practice § 4.2 ★★

*On the contrary, the organization's products and services must take into account the needs and expectations of interested parties*

### **PRACTICE 04 Requirements of a customer are taken into account without formal commitment to meet them**

Bad practice § 4.3 ★

*It is vital to commit to meeting customer requirements. If this is not possible, an in-depth exchange with each party is necessary to identify the alternatives and define an acceptable compromise*

### **PRACTICE 05 The scope of the organization is relevant and available on request**

Good practice § 4.3 ★

*The scope of the quality management system is integrated into the certificate of conformity to the standard established by the certification body. The certificate is also often available on the website*