

Develop strategy M 1

type	management process
purpose	<ul style="list-style-type: none"> • meet requirements of the interested parties • commit to continual improvement • accomplish vision
owner	plant manager
risks	<ul style="list-style-type: none"> • not being in line with the strategic priorities • not taking into account the context of the company • not understanding the requirements of interested parties • not establishing a process map • not taking into account the risks identified
upstream process	maintain legal surveillance
downstream processes	<ul style="list-style-type: none"> • develop policy • plan the QMS • address risks • acquire resources • carry out management review • improve • communicate
inputs	<ul style="list-style-type: none"> • requirements and expectations of the interested parties • market research • risks identified • statutory and regulatory requirements • vision, purpose, mission of the organization • satisfaction surveys
activities (sub-processes)	<ul style="list-style-type: none"> • analyse: <ul style="list-style-type: none"> ○ mission of the organization for the next decade ○ identified requirements and constraints ○ strengths and weaknesses • establish business plan • harmonize hierarchical organization • define management commitments • define management processes
outputs	basis to determine and plan: <ul style="list-style-type: none"> • business plan • QMS, responsibilities and authorities • quality policy, objectives • continual improvement • communication • acquirement of resources
resources	the heritage of the company
indicators	annual results
procedures / documents	management review, customer satisfaction, continual improvement / top management statement, business plan, quality policy, organization chart
customers	all the staff, interested parties

Glossary:

- QMS: quality management system

