

Satisfy requirements M 2

type	management process
purpose	identify, communicate and take into account the requirements: <ul style="list-style-type: none"> • of interested parties • statutory and regulatory • of products and services
owner	project leader / quality manager
risks	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • negotiate the contract • address risks • carry out management review • acquire resources • analyse data
downstream processes	<ul style="list-style-type: none"> • communicate • measure customer satisfaction • audit • improve
inputs	<ul style="list-style-type: none"> • contracts: <ul style="list-style-type: none"> ○ customer requirements ○ product and service requirements ○ various constraints • risks identified • orders
activities (sub-processes)	<ul style="list-style-type: none"> • establish all product and service requirements • carry out feasibility review • take into account any requirement change • ensure effective communication with the customer
outputs	<ul style="list-style-type: none"> • internal requirements • data for purchasing • data for logistics
resources	commercial department, project leaders, documentation system
indicators	<ul style="list-style-type: none"> • 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

