



RISKS. Recurring question: Is the following statement more of a threat or an opportunity?

RISK 01 Most important is that the organization's strategy has been established in the past

Threat § 4.1 ★★★

Every three years on average, it is necessary to check the adequacy of the strategy to the context of the organization, the expectations and the requirements of the interested parties

RISK 02 The context of the organization is something that can be taken into consideration (even if the boss forgot to say it)

Threat § 4.1 ☆☆☆

This is a requirement of the standard and it is unavoidable. This is part of the first work to be done since the validation of the organization's strategy depends on it

RISK 03 Seeking to anticipate the evolution of customer expectations is wasted time (if the boss said so)

Threat § 4.2 ★

The objective of the organization is to satisfy its customers in the long term – to understand the evolution of their expectations is a key factor of success for the future