



List of Interested Parties

Interested party	Their needs and expectations	Our requirements to them	QMS Processes
Customers	Quality, price, & delivery of products and services	Orders accurately taken Products arrive on time All products specifications met	Sales and customer service process* Shipping and logistics process Inspection process
Suppliers	Increase scope and volume of purchase Long-term contractual arrangements Information of future requirements Mutual benefit and continuity	Accurate purchase orders Correct flow down of requirements Timely payment of invoices	Purchasing process Accounts payable process*
Employees	Good work environment Job security Health / safety / training Promotion / recognition and reward	Clean safe work environment Clear instructions and training Paychecks accurate and on time Resolution of grievances	Training process Payroll process* Human resources process
Management	Increased growth, sales & profitability Efficiency & effectiveness of operations	Correct and current information for decision making	Management review process Analysis of data Internal audits
Regulatory Bodies	Compliance with applicable requirements and industry standards / submission of reports	Regulatory compliance	Listing of applicable regulations Regulatory compliance process*
Government	Environmental protection/Ethical behavior/ growth in business and taxes to build infrastructure to support community services, activities and institutions.	Complie with federal laws	Appropriate Code of Federal Regulations*

* Not directly address in the QMS

The above List of Intrested Parties is reviewed during the Management Review.