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| Interested Party Details |
| Interested Party: |  | Scoring: | Date: | Rev: |
| Power | 10 | high | = manage closely | NOTE: Determine the relevant interested parties and their requirements that relate to your business activities, and those which impact the QMS.  |  |   |
| Description: |  | 1 | low | = monitor  |
| Priority | 10 | high | = high priority |
| Prepared: |  | 1 | low | = low priority | Distribution: |
| Relevance | 10 | high | = very relevant |  |
| Authorised: |  | 1 | low | = low relevance |

| Needs | Expectations | Power (x) | Objectives | Priority (x) | Relevance | Recommended Actions & Status | Responsibility | Action Taken | Date Actioned |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| effects on decisions | effects on activities | Relevance (x) | Risk Priority (=) |
| Expects organisation to supply goods and services on time | Manage closely | 4 | Achieve revenue targets | 10 | Impact on material costs | Impact on priority of build/despatch | 10 | 300 | Review cost of build based on required / requested material specs | Sales |  |  |
|  | Keep satisfied | 3 | Retain contract | 8 |  | Impact on future business | 8 | 192 |  |  |  |  |
|  | Keep informed | 2 | Increase repeat orders | 8 |  | Impact on future business | 8 | 32 |  |  |  |  |
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| **Interested Party Matrix** | Priority of Interested Party  |
| 1 No importance | 2 Minor importance | 3 Some importance | 4 Major importance |
| Relevance of Interested Party | 1 Not relevant |  |  |  |  |
| 2 Minor relevance |  |  |  |  |
| 3 Influential |  |  |  |  |
| 4 Significantly relevant |  |  |  |  |

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| Conclusions |
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| Recommendations |
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