# Clauses 4.1, 4.2, 4.3 and 4.4 - Context of the Organisation

##

## Company Overview

Established in 2005, the company provides cloud based QHSE compliance software.

The company enables its customers to meet their compliance requirements be they ISO 9001, ISO 14001, ISO 45001, ISO 22000, ISO 13485, local and government legislation and regulations.

This Integrated Management System (IMS) serves to formalise the policies, processes and operating standards that will apply to the company’s employees, partners and contractors.

## External and Internal Issues

The company determines the external and internal issues that are relevant to its purpose and strategic direction and that affect its ability to achieve the intended results of the IMS.

Consideration is given to the:

* Positive and negative factors or conditions.
* External context and issues, such as legal, regulatory, technological, competitive, cultural, social, political and economic environments.
* Internal context and issues, such as values, culture, organisation structure, knowledge and performance of the business.
* Determination and requirements of the needs and expectations of interested parties relevant to the IMS.
* Authority and ability to exercise control and influence.
* Activities, products and services relevant to the business.
* Documented information is retained as evidence to support that the context of the organisation has been taken into account in the IMS.

## Interested Parties

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| **Interested Party** | **Needs, Expectations and Issues** |
| Owners/Shareholders | * Have a growing business that provides profit.
* Be well governed and well managed.
* Want staff to enjoy their work, be challenged, perform their job competently and meet the company and customer requirements.
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| Customers | * Value for money.
* A simple solution that manages compliance easier.
* Implementation of the product in-line with customer expectations.
* Receive responsive support.
* Delivery of free content to educate around compliance.
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| Suppliers/Contractors | * Ongoing and secure work.
* To be paid on time.
* Clear understanding of requirements.
* Constructive feedback.
* Want to provide services/products to a reliable, reputable and financially viable business
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| Partners | * Make them more financially secure through additional revenue from Mango sales.
* Enable them to change their business model from hour-based to value based income.
* Want a solution that they can sell, promote and support that will assist their client’s to manage compliance.
* Provide great support and knowledge to help them support their customers.
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| Employees within business | * Job security.
* Salary for work performed.
* Flexible work hours.
* Clear understanding of their role and responsibilities.
* Able to raise issues of concern and provide constructive feedback.
* Good, friendly work environment.
* To feel valued and appreciated.
* Opportunities for personal development.
 |
| Regulators | * To meet the required laws and regulations.
* To submit all tax obligations accurately and on time.
* To maintain high standards of corporate governance.
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| Community | * Good corporate citizen.
* Diversity of employees
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##

## Vision, Mission and Values

**Vision**: “Gets everyone involved and participating in QHSE”

**Mission**: Makes compliance enjoyable.

**Values**: Our customers’ are successful in compliance

## SWOT Analysis

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| **Strengths** | **Weaknesses** |
| * Provider of a great quality product.
* Provider of great support for the product.
* Responsive development to market requirements.
* Responsive to identified software issues.
* Depth of knowledge of buyer’s persona.
* Regular delivery of free content.
* Low client turnover relative to the industry.
* Quick deployment of product post sales.
* Deep knowledge of customer’s pain
* Adaptable, responsive and able to make decisions.
* Flexible to meet a wide range of customer service issues.
* Open to suggestions to improving the product
* Owners have recognised the need to have external expertise to grow the business.
* Looking at ways of improving the business.
 | * Identification of good partners to meet our standards/ requirements.
* Managing and review partner performance
* Too operational and not strategic enough for partners
* Reliance on key employees within the business.
* Time poor in a few key areas
* Don’t have strong relationships with industry players
* Measurable marketing outcomes based on known starting points
 |
| **Opportunities** | **Threats** |
| * Changes to standards in our core markets: ISO 9001, ISO 14001, ISO 45001, H&S Act, Food Safety.
* New technologies
* Partnering with other solutions: Software and Hardware
* New focussed markets.
* Certification to ISO 9001 will open up other market opportunities through the marketing of the process.
* More marketing via additional platforms
* To educate industry in compliance.
 | * Competition
* Technology
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## Key Business Strategies

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| --- | --- |
| **Strategy** | **Description** |
| Develop business processes to accommodate the expected growth. | Develop and implement business processes that are suitable for the business.Achieve certification to ISO 9001.Transfer of knowledge to partners and employees for all key processesUse technology to manage as many processes as appropriate |
| Improve the efficiency and effectiveness of the core processes | Identify the core processes (i.e. development and release, sales, marketing, implementation, support)Identify new ways (e.g. lean techniques) of doing the core processesUpdate and embed the core processes to ensure knowledge is retained |
| Personnel to be capable of delivering the growth for the business | Key leadership personnel to be capable of leading and managing their staff.Competency gaps to be identified by leadership personnelPersonnel to be assessed as competent for their rolePersonnel to receive training for the rolePersonnel to receive appropriate experience to do the role |
| Grow market share in all markets | Identify and train new partnersContinuously review partner performanceIdentify changes to legislation, standards and regulationIdentify key market verticals in each jurisdictionIncrease the number of qualified lead by creating more content and deliver across multiple channelsImprove the sales conversion rate from qualified leads to sale |

## Scope

The IMS describes how the company requirements are to be addressed throughout its operations and addresses the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.

The scope is: provision of marketing, sales, support, development and implementation of software solutions. Location Unit 5, 340 Durham St North, Christchurch, New Zealand.

## Management Representative

The Operations Manager is the currently appointed Management Representative and has responsibility and authority for:

1. Ensuring that the:
	1. IMS is established, implemented and maintained in accordance with the requirements of ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018.
	2. IMS processes are delivering their intended outputs.
	3. Promotion of customer focus throughout the company.
	4. Integrity of the IMS is maintained when changes to the IMS are planned and implemented.
2. Reporting on the performance of the IMS to top management for review and as a basis for improvement.

## IMS Structure

**Interaction of Processes in the IMS**

The company’s IMS complies with:

* ISO 9001:2015,
* ISO 14001:2015
* ISO 45001:2018

The IMS consists of the following levels of documented information:

* Policies: Policies are documents that demonstrate the overall commitment to improving quality performance and are authorised by the Management Team.
* System procedures: high-level procedures that define the activities that are to be fulfilled to ensure that the IMS that complies with standards.
* Module workflows, operational procedures and work instructions. Control and operational procedures:
	+ Meet customers’ requirements.
	+ Provide supplementary guidance and instructions to support the intent of the IMS.
	+ Ensure that the requirements of the IMS will be adequately addressed within the organisation.
* Forms, registers and records are evidence to prove the IMS is operational.

A diagram of the structure of the IMS structure is presented below.

Mango compliance software solution:

* Provides automated workflows for the effective and efficient operation of the IMS.
* Underpins the IMS and serves as the main retention application for all documented information.
* Workflows and modules replace written procedures and forms associated with the process.

They include the following:

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| --- | --- |
| **Modules** | **Actions** |
| Accident/Incident | Controls all near miss, accident, incident or injury reporting, investigation, corrective action and injury management. The workflow manages the process. |
| Audit/Inspection | Controls the audit process, from scheduling through to audit reports. Its captures all the corrective actions in the Improvement module. |
| Compliance | Controls all the reporting and investigation of legal, regulatory and standard registers in a seamless workflow. |
| Documents | Controls and maintains the approval, publishing and authorisation of all documentation within the module with electronic signatures. |
| Event Management | Controls scheduled tasks to ensure critical activities can be managed and monitored. It includes email reminders and alerts when events are due or overdue. |
| Human Resources | Controls all a comprehensive central database of employee details that links people with their skills and positions. |
| Improvement | Controls all reporting, investigation and corrective actions for customer complaints, audit findings, internal issues or non-conformances. The workflow manages the process. |
| Plant/Equipment | Controls the maintenance of plant and equipment with email reminders and alerts when maintenance is due or overdue. |
| Risk Management | Controls identified and managed risks. The workflow manages the process |
| Supplier and Contractor Management | Controls all external suppliers and contractor’s details and performance is captured and reviewed. |

## Process Flow

**Purpose and Scope**

To describe the interaction of process through the customer journey.

**Procedure**


References:

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| --- | --- | --- |
| **ISO 9001** | **ISO 14001** | **ISO 45001** |
| 4.1, 4.2, 4.3, 4.4 | 4.1, 4.2, 4.3, 4.4 | 4.1, 4.2, 4.3, 4.4 |