AMETECS	NEEDS AND EXPECTATION OF INTERESTED PARTIES	Effective Date: 1 May 2025	
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Item No.	Interested Parties	Internal / External	Needs & Expectations	Actions to Address Needs & Expectations
1	Clients	External	High-quality, durable lifting and handling equipment, and metal containers products; compliance with industry standards and timely delivery.	Use premium raw materials, enforce strict quality control, and ensure timely production and delivery.
2	Employees	Internal	Safe working conditions, career development, fair wages, and skill enhancement.	Provide competitive salaries, conduct regular safety training, and invest in employee upskilling.
3	Regulatory Authorities	External	Compliance with environmental, safety, and manufacturing regulations.	Stay updated on regulatory changes, conduct audits, and implement sustainable manufacturing practices.
4	Contractors & Subcontractors	External	Clear contracts, timely payments, and smooth collaboration on manufacturing projects.	Ensure transparent contract terms, adhere to payment schedules, and promote efficient coordination.
5	Suppliers	External	Reliable supply of high-quality raw materials such as metal and mechanical spare parts.	Establish strong supplier partnerships, ensure strict quality checks, and optimize inventory management.
6	Equipment & Tool Providers	External	Availability of precision machinery and tools for manufacturing and finishing processes.	Partner with trusted equipment suppliers, ensure regular maintenance, and upgrade tools as needed.
7	Insurance Providers	External	Coverage for workplace safety, equipment damage, and liability.	Maintain comprehensive insurance policies and implement proactive risk management strategies.

8	Technology Providers	External	Advanced manufacturing automation, quality control systems, and production monitoring tools.	Integrate smart manufacturing technologies, ensure compliance with digital standards, and provide employee training.
9	Certification Bodies	External	Compliance with quality and safety standards (e.g., ISO 9001, ISO 45001).	Obtain and maintain relevant certifications, conduct regular internal audits, and ensure adherence to quality protocols.
10	Local Communities	External	Minimal environmental impact from production waste and emissions.	Implement waste reduction programs, adopt sustainable production practices, and ensure regulatory compliance.
11	Clients' Legal Representatives	External	Legally sound contracts covering warranties, safety compliance, and product specifications.	Draft clear contracts, ensure legal compliance, and address any legal concerns efficiently.
12	Financial Institutions	External	Transparent financial transactions and adequate funding for operations and expansions.	Maintain financial stability, ensure transparent reporting, and secure necessary funding.
13	Legal Advisors	External	Compliance with labor laws, product liability, and environmental regulations.	Regularly review legal matters, update policies, and resolve disputes efficiently.
14	Industry Associations	External	Adoption of best practices in lifting and handling equipment, and metal containers manufacturing.	Engage in industry collaborations, participate in training programs, and apply the latest standards.
15	Clients	External	Cost-effective, efficient, and high-performance lifting and handling equipment, and metal containers manufacturing solutions.	Offer competitive pricing, optimize production processes, and ensure high product reliability.

16	Employees	Internal	Access to modern tools and training for advanced manufacturing techniques.	Invest in the latest machinery, provide training, and support professional growth.
17	Contractors & Subcontractors	External	Efficient collaboration on lifting and handling equipment, and metal containers manufacturing subcontractors.	Define clear project requirements, maintain strong communication, and ensure timely coordination.
18	Suppliers	External	Consistent availability of raw materials like metal, and mechanical spare parts.	Strengthen supply chain management, ensure just-in-time procurement, and monitor quality.
19	Equipment & Tool Providers	External	Reliable access to high-precision moulding and finishing equipment.	Partner with specialized manufacturers, conduct routine maintenance, and upgrade technology as required.
20	Technology Providers	External	Advanced automation for production, testing, and quality assurance.	Integrate digital manufacturing tools, ensure compliance with industrial standards, and provide continuous staff training.

AMETECS HEAVY INDUSTRIES - SOLE PROPRIETORSHIP L.L.C.

QUALITY, HEALTH, SAFETY, AND ENVIRONMENT SYSTEM

UNDERSTANDING CONTEXT OF ORGANIZATION

	Name	Signature	Date
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APPROVED BY	**AMRITH SATHISH**		**01/05/2025**

1. REVISION AND APPROVAL

Rev.	Date	Nature of Changes	Approved By
00	1 May 2025	Original issue	MANAGING DIRECTOR

CONTROLLED DOCUMENT

2. PURPOSE

2.1. The purpose of this procedure is to determine the issues and requirements of interested parties that can impact on the planning of the quality management system.

3. SCOPE

3.1. By identifying the key elements herein, the full context of the organization can be understood, and thus communicated to employees, customers, regulators and other third parties.

3.2. By doing so, the organization's ability to consistently provide services that meet customer and applicable statutory and regulatory requirements or the organization's aim to enhance customer satisfaction

3.3. The top management is responsible for implementation and management of this procedure.

4. DEFINITIONS

4.1 Context of the organization:

Organization's context is its business environment. It includes all of the internal and external factors and conditions that affect its services, have an influence on its IMS, and are relevant to its purpose and strategic direction.

4.2 Interested party:

An interested party is anyone who can affect, be affected by, or believe that they are affected by a decision or activity. An interested party is a person, group, or organization that has an interest or a stake in a decision or activity.

5. PROCEDURE:

5.1 Determining the Internal & External Context of the Organization

5.1.1 Internal Context

The organization's internal context is the environment in which AMETECS HEAVY INDUSTRIES - SOLE PROPRIETORSHIP L.L.C. aims to achieve its objectives. Internal context can include its approach to governance, contractual relationships with customers, and interested parties.

Internal issues can include:

- regulatory requirements
- strategies to conform to your policies and achieve your objectives
- relationship with your staff and stakeholders, including partners and suppliers
- resources and knowledge (e.g. capital, people, processes and technologies)
- assets
- product or service
- standards and guidelines adopted by the organization
- information systems

5.1.2 The external Context of the Organization

To understand the external context, AMETECS HEAVY INDUSTRIES - SOLE PROPRIETORSHIP L.L.C. will consider issues that arise from social, technological, environmental, ethical, political, legal and economic environment.

External issues may include:

- government regulations and changes in the law
- economic shifts in the market
- competitors
- events that may affect corporate image
- changes in technology

5.2 Determining the Needs and Expectations of Interested Parties

AMETECS HEAVY INDUSTRIES - SOLE PROPRIETORSHIP L.L.C. will allow time to develop an understanding its business internal and external stakeholder interests that might impact upon the management system's ability to deliver its intended results, or those that might influence the business strategic direction.

This information should be gathered, reviewed and regularly monitored through formal channels, such as management review meetings. Analysis of such will determine the relevant interested parties and their requirements that relate to business activities and those which impact the management system.

5.2.1 Identification of Interested Parties

The concept of interested parties extends beyond a focus solely on the customer. It is important to consider all relevant interested parties such as customers, owners, people in the organization, providers / suppliers / third party service, bankers, regulators, unions, partners, society, and competitors.

5.2.2 Relevant Needs and Expectations

To identify the needs and expectations of the interested parties, AMETECS HEAVY INDUSTRIES - SOLE PROPRIETORSHIP L.L.C. will determine and identify the requirements, necessity, and essentials of each interested parties relevant to the Quality Management System and use different research methods as necessary to confirm the knowledge of each group or significant stakeholder.

5.2.3 Action to Address Needs and Expectations

Define what results are necessary to deliver to those relevant interested parties to reduce the risk that their needs and expectations are not met.

5.3 SWOT Analysis

Once the internal context, external, and needs and expectation of interested parties are understood, AMETECS HEAVY INDUSTRIES - SOLE PROPRIETORSHIP L.L.C. will conduct analysis using “SWOT” (Strengths, Weaknesses, Opportunities and Threats) Analysis. This analysis determines which factors can influence how the organization operates.

6. RELATED DOCUMENTS

SWOT Matrix	IMS-UCO-F01
Needs & Expectations of Interested Parties	IMS-UCO-F02