HBC	NEEDS AND EXPECTATION OF INTERESTED PARTIES	Effective Date: 14 January 2026	
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Item No.	Interested Parties	Internal / External	Needs & Expectation	Action to Address Needs & Expectation
1	Customers	External	Timely delivery of high-quality products / services at economical cost.	Plan on or before delivery time. Designated employees who will monitor on time delivery of products.
			Quick response to customer service / complaint.	Customer relation will be prioritized including quick response / corrective action to client complaints.
2	External Service Providers	External	Continuous purchase orders and on time payments.	Allocate budget for on time external service provider payments.
3	Federal Law & Local Law Enforcement Agencies	External	Follow all statutory, regulatory, federal, and local law.	Legal Compliance Registered to be monitored every month.
4	Owners / Partners / Investors	Internal	Profitability, dividends, good financial and legal compliance, avoidance of penalties.	Efficient execution of the Quality Management System
5	Employees	Internal	Continuous job, timely wages with applicable benefits to pay cost of living, professional development and growth.	Good business and sales, allocate salaries and benefits, provide necessary training for continual development.