

[organization logo]

[organization name]

Commented [9A1]: All fields in this document marked by square brackets [] must be filled in.

PROCEDURE FOR DETERMINING CONTEXT OF THE ORGANIZATION AND INTERESTED PARTIES

Commented [9A2]: If you want to find out more about defining the context of the organization, see:

- Article: How to identify the context of the organization in ISO 9001:2015
<http://advisera.com/9001academy/blog/2015/05/26/how-to-identify-the-context-of-the-organization-in-iso-90012015/>
- Article: How to achieve regulatory compliance in ISO 14001
<http://advisera.com/14001academy/blog/2015/06/15/how-to-achieve-regulatory-compliance-in-iso-14001/>
- free online course: ISO 9001 Foundations Course
<http://training.advisera.com/course/iso-90012015-foundations-course/>
- free online course: ISO 14001 Foundations Course
<http://training.advisera.com/course/iso-14001-foundations-course/>

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Distribution list

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Change history

Date	Version	Created by	Description of change
	0.1	9001Academy	Basic document outline

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1. Purpose, scope and users

The purpose of this document is to define the process of identification and determination of the internal and external context of the organization, as well as needs and expectations of interested parties related to the Integrated Management System (IMS).

This document is applied to the entire Integrated Management System (IMS).

Users of this document are the top management of [organization name].

2. Reference documents

- ISO 9001:2015 standard, clauses 4.1; 4.2
- ISO 14001:2015 standard, clauses 4.1; 4.2
- Integrated Management System Manual

3. Context of the organization

3.1. Internal context

[job title] is responsible for identifying and considering internal issues of the organization that can affect its ability to achieve the intended results of the Integrated Management System. Internal issues are

The internal context of the organization is the

Internal context includes, but is not limited to:

- Products and services
- Organizational structure, roles, and responsibilities
- Leadership
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]
- [Redacted]

Commented [9A5]: Adapt to organization's needs.

3.2. External context

[organization name]

The external context of the organization includes [redacted]

The external context consists of two components:

- *Immediate (specific) environment* – [redacted]
- *General environment* – [redacted]

3.3. Identification of interested parties

[job title] is responsible for identifying all persons or organizations that can [redacted]

[job title] will define who will be responsible for compliance with each individual requirement, and which interested parties are to be notified when changes occur.

[job title] must list all requirements, interested parties, contractual obligations, and responsible persons in the List of Interested Parties.

[Job title] must, at least twice a year, conduct a [redacted]

Commented [9A6]: Adapt to organization's practice.

The deadline for complying is [redacted]

Commented [9A7]: This is just a recommendation. You can define a different deadline.

If resolving the noncompliance with legal and other requirements overcomes the authority of [job title], and/or requests of an engaged external party, a decision will be made by [top management].

[redacted]

3.4. Consideration of the context of the organization

[job title] determines which factors of the context [organization name] can influence, and to which factors it must [redacted]

Commented [9A8]: This is a recommendation; the organization may use other methods, e.g., PEST analysis, Porter's "Five Forces Model," etc.

The context of the organization must be taken into account during definition of the scope of the Integrated Management System.

4. Managing records kept on the basis of this document

Record name	Code	Storage		Responsibility
		Retention time	Location	
List of Interested Parties, Legal and Other Requirements	PR.04.1	2 years	[office of [job title]]	[job title]
Conformance Evaluation Record	PR.04.2	2 years	[office of [job title]]	[job title]
Scope of the Integrated Management System	PR.04.3	2 years	[office of [job title]]	[job title]

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5. Appendices

- Appendix 1 – List of Interested Parties, Legal and Other Requirements
- Appendix 2 – Conformance Evaluation Record
- Appendix 3 – Scope of the Integrated Management System