

Changes to the Base Practices between the Base Process Library V1.4.0 and Base Process Library V1.4.1

The following Base Practices have been changed:

ORG.8 Risk Management

ORG.9 Programme Management

PRJ.1 Project Management

PRJ.3 Configuration and Change Management

AGR.1 Acquisition and Contract Management

AGR.2 Supply Management and Business Relationships

TickITplus Processes

ORG.8 Risk Management

| Process ID | ORG.8 | Process Name | Risk Management | | | Category | Organizational Processes | | | | Type | A |
|--|---|--------------|---|--|---------------------|----------|--------------------------|--|--|--|---------|--------------|
| Process Purpose | To avoid or mitigate potential future events that could adversely affect reaching business objectives. | | | | | | | | | | Version | v4r0v4 r2 |
| Process Outcome | Process Base Practices | | Input Work Products | Output Work Products | ISO 9001 2015 | | | | | | | |
| OU.1 Risks are managed and business objectives are not adversely affected by unexpected conditions or events. | BP.1 Define Risk Management Procedures Procedures for managing risk are defined, including the development of plans, criteria for accepting risks, identification and analysis of risks, establishing mitigating actions, and tracking, reporting and escalation of risks. The procedures are maintained under the management framework. | | <ul style="list-style-type: none"> Management Framework | <ul style="list-style-type: none"> Risk Management Procedures | 4.4.2 7.5 | | | | | | | |
| | BP.2 Establish Risk Management Plan A risk management plan is defined for use by the organization. This risk management plan includes the approach to be taken, roles and responsibilities, timescales and thresholds for triggering action. | | <ul style="list-style-type: none"> Risk Management Procedures Stakeholder Requirements | <ul style="list-style-type: none"> Risk Management Plan | 7.5 8.1 | | | | | | | |
| | BP.3 Identify and Analyse Risks Risks, both internal and external, are identified, analysed and documented to determine the priority for action when thresholds are met. Actions identify activities to reduce, avoid, transfer or communicate acceptance, responsibilities and timescales, including expected risk occurrence event. Risk assessments are reconsidered on a periodic and event driven basis. | | <ul style="list-style-type: none"> Business Needs Business Objectives Risk Management Plan | <ul style="list-style-type: none"> Risk Mitigation Actions Risks | 4.4.1f 6.1.1 | | | | | | | |
| | BP.4 Implement Actions and Track Risks The status of each risk is monitored, and appropriate actions are taken to address risks, where planned triggers are activated or defined thresholds are exceeded. Actions are reviewed to ascertain their effectiveness and changes are made. The risk management documentation is updated with the status of current risks. All actions are tracked to closure, and records are maintained. | | <ul style="list-style-type: none"> Risk Management Plan Risks | <ul style="list-style-type: none"> Risk Records | 4.4.1f 6.1.2 | | | | | | | |

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| Process ID | ORG.8 | Process Name | Risk Management | Category | Organizational Processes | Type | A | |
|---|---|--|-----------------|---|---|------|---------|--------------|
| Process Purpose | To avoid or mitigate potential future events that could adversely affect reaching business objectives. | | | | | | Version | v4r0v4 r2 |
| Process Outcome | Process Base Practices | Input Work Products | | Output Work Products | ISO 9001 2015 | | | |
| | <p>BP.5 Report Status and Escalate The status of each risk, together with any actions, is reported to stakeholders. Where actions are not effectively addressing the risk, they are escalated.</p> | <ul style="list-style-type: none"> • Risk Management Plan • Risk Records | | <ul style="list-style-type: none"> • Risk Reports | 4.4.1f 6.1.2 9.3.2e | | | |
| | <p>BP.6 Analyse Risk Management Performance Data on the performance of risk management across the organization is collected, reviewed and analysed in order to indicate how well risk management is working and to identify improvements when needed.</p> | <ul style="list-style-type: none"> • Risk Reports | | <ul style="list-style-type: none"> • Improvement Request | 4.4.1g 5.1.1i 6.2.2e 9.1 9.3.2c 10.3 | | | |
| <p>OU.2 Comprehensive and explicit understanding of risks to the delivery of trustworthy products and services exists, and there are no susceptibilities.</p> | <p>BP.7 Understand the Technical Factors Influencing Trust The organization maintains a full understanding of technical risks associated with the delivery of trustworthy products and services which include as a minimum the maturity of the technology used and associated vulnerabilities and exposures.</p> | <ul style="list-style-type: none"> • [Situational Awareness] | | <ul style="list-style-type: none"> • Risks | | | | |

ORG.9 Programme Management

| | | | | | | | | | | |
|--|---|---|--|----------|--------------------------|--|--|--|---------|--------------|
| Process ID | ORG.9 | Process Name | Programme Management | Category | Organizational Processes | | | | Type | B/C |
| Process Purpose | To ensure that related projects achieve their objectives. | | | | | | | | Version | v4r0V 4r2 |
| Process Outcome | Process Base Practices | Input Work Products | Output Work Products | ISO | | | | | | |
| | | | | 9001 | | | | | | |
| | | | | 2015 | | | | | | |
| OU.1 The organization achieves programme objectives in a coordinated manner and the delivery of related projects are on time, in budget and to quality. | <p>BP.1 Identify and Plan the Programme</p> <p>Projects and other work that would benefit from coordination are identified and managed as a programme.</p> <p>The scope of each project is understood and a programme plan and schedule is produced that includes governance and objectives, project alignment and dependencies, stakeholder involvement, risks and issues and reporting.</p> <p>The programme plan is reviewed by stakeholders and approved by management.</p> <p>The programme is initiated following formal approval. The programme governance and objectives are communicated to the stakeholders and participants along with the programme plan and schedule.</p> | <ul style="list-style-type: none"> • [Projects] | <ul style="list-style-type: none"> • Programme Plans • Programme Schedules | 6.2.1 | | | | | | |
| | | | | 7.1.1 | | | | | | |
| | | | | 7.4 | | | | | | |
| | | | | 8.1 | | | | | | |
| | | | | 8.2.1 | | | | | | |
| | | | | 8.2.2 | | | | | | |
| | | | | 8.2.3.1 | | | | | | |
| | | | | 8.3.2 | | | | | | |
| | <p>BP.2 Monitor and Control the Programme</p> <p>Project and work reports are made available to enable the progress of the programme to be determined against its goals and objectives. Regular programme progress reviews take place with stakeholders, and records are maintained.</p> <p>Programme issues are documented, reviewed and resolved in a timely manner. Issues that cannot be addressed are escalated to higher levels of management.</p> <p>Programme risks and mitigating actions are reviewed on a periodic and event driven basis.</p> | <ul style="list-style-type: none"> • Issues • Programme Plans • Programme Schedules • Risks | <ul style="list-style-type: none"> • Issues • Programme Reports • Risks | 6.1.1 | | | | | | |
| | | | | 6.1.2 | | | | | | |
| | | | | 8.1d | | | | | | |
| | | | | 8.5.1 | | | | | | |
| | | | | 10.1b | | | | | | |
| | | | | 10.2 | | | | | | |

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| Process Purpose | To ensure that related projects achieve their objectives. | | | | | | | | | Version | v4r0V 4r2 |
| Process Outcome | Process Base Practices | | Input Work Products | Output Work Products | ISO 9001 2015 | | | | | | |
| | BP.3 Manage Changes toand Terminate the Programme Programme changes are documented, reviewed, approved and addressed. The impact of a programme change is determined and approved by appropriate stakeholders. Changes are documented, and records maintained. <u>When all programme work is complete, the programme is terminated and a lesson learned review is conducted to identify improvement opportunities.</u> | | <ul style="list-style-type: none"> • Change Request • Programme Plans • Programme Schedules | <ul style="list-style-type: none"> • Change Record • Programme Plans • Programme Schedules | 6.3 8.2.4 8.3.6 | | | | | | |

PRJ.1 Project Management

| Process ID | PRJ.1 | Process Name | Project Management | | | Category | Project Processes | | | | Type | B/C |
|---|--|--------------|---|--|---|----------|-------------------|--|--|--|---------|------|
| Process Purpose | To ensure that the projects meet their objectives. | | | | | | | | | | Version | v4r2 |
| Process Outcome | Process Base Practices | | Input Work Products | Output Work Products | ISO 9001 2015 | | | | | | | |
| OU.1 The organization achieves project objectives in a controlled manner, and delivery is on time, in budget and to quality. | BP.1 Establish Project Management Policies and Procedures Policies are established, approved and communicated that govern the project management methodology and the delivery of projects. Procedures are defined, approved and made available for use to implement the project management policies. The procedures cover project planning, tailoring, estimating, monitoring and control, resourcing, reporting and escalation, together with supplier, stakeholder, risk and issue management. The policies and procedures are maintained under the management framework. | | <ul style="list-style-type: none"> • Business Plan • Management Framework | <ul style="list-style-type: none"> • Project Management Policies • Project Management Procedures | 4.4.1c 4.4.2 7.5 | | | | | | | |
| | BP.2 Scope the Project A scope statement is defined for the project with deliverables agreed by stakeholders. The quality objectives and the requirements for the project are established and documented. Objectives, constraints and assumptions are recorded and agreed before project initiation. Projects select and tailor the appropriate lifecycle model, and the rationale is documented. Estimates are produced against the agreed scope, including any necessary contingency. A budget for the work to be undertaken is prepared. The scope, objectives, constraints, selected approach, estimates and budget are reviewed by stakeholders and approved by management. | | <ul style="list-style-type: none"> • Stakeholder Requirements | <ul style="list-style-type: none"> • Scope Statement | 8.1a 8.1b 8.2.1 8.2.2 8.2.3 8.3.1 8.3.2 | | | | | | | |

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|-----------------|---|--------------|---|--|--|----------|-------------------|--|--|--|---------|------|
| Process Purpose | To ensure that the projects meet their objectives. | | | | | | | | | | Version | v4r2 |
| Process Outcome | Process Base Practices | | Input Work Products | Output Work Products | ISO 9001 2015 | | | | | | | |
| | <p>BP.3 Plan the Project Management plans and schedules are produced based on the scope. <u>The plans define any tailoring of the selected organisational lifecycle and management system procedures.</u> The management plans and schedules contain dependencies both internal and external to the project. Human resources, equipment and facilities are allocated to the project. Team member responsibilities and level of authority are assigned and documented in the management plans. The management plans and schedules are reviewed and approved for use.</p> | | <ul style="list-style-type: none"> • Scope Statement | <ul style="list-style-type: none"> • Human Resource Requirements • Infrastructure Requirements • Management Plan • Project Schedule • Work Environment Requirements | 8.1c 8.3.2 8.4.1 | | | | | | | |
| | <p>BP.4 Initiate the Project The project is initiated following formal approval. The project aims and objectives are communicated and agreed with the stakeholders and participants, along with the management plans and schedules.</p> | | <ul style="list-style-type: none"> • Management Plan • Project Schedule | <ul style="list-style-type: none"> • Project Approval Record | 7.4 8.1 8.2 8.2.3.1 8.4.1 8.4.3 | | | | | | | |
| | <p>BP.5 Monitor and Control the Project The project is monitored periodically against the project management plans and schedules to ensure that the project progresses as planned. Quality is monitored, and performance is documented. Regular reviews take place, and the team is made aware of project status and progress. Progress of the project is reported to stakeholders periodically and on an event driven basis. Where external providers are utilised on the project, the project monitoring and controls extends to include these providers. Deviations from the plan are reported to stakeholders, and actions to be taken are agreed.</p> | | <ul style="list-style-type: none"> • Management Plan • Project Schedule | <ul style="list-style-type: none"> • Project Reports | 8.1 8.1d 8.4.2 8.4.3 8.5.1 | | | | | | | |

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| Process ID | PRJ.1 | Process Name | Project Management | Category | Project Processes | Type | B/C | |
|--|--|---|--|---|-------------------|------|---------|------|
| Process Purpose | To ensure that the projects meet their objectives. | | | | | | Version | v4r2 |
| Process Outcome | Process Base Practices | Input Work Products | Output Work Products | ISO 9001 2015 | | | | |
| | <p>BP.6 Manage Risks and Issues Risks are identified and evaluated. Mitigation plans are established. Risks are reviewed periodically and on an event driven basis. Issues are documented, reviewed and resolved in a timely manner. Issues that cannot be addressed are escalated to higher levels of management.</p> | <ul style="list-style-type: none"> • Issues • Risks | <ul style="list-style-type: none"> • Issues • Risks | 6.1.1 6.1.2 | | | | |
| | <p>BP.7 Manage Changes to the Project Changes are documented, reviewed, approved and addressed. The impact of a change is determined. Project stakeholders are engaged in deciding whether to proceed with the change. Approval to implement the change is provided.</p> | <ul style="list-style-type: none"> • Change Request • Management Plan • Project Schedule | <ul style="list-style-type: none"> • Change Record • Management Plan • Project Schedule | 8.1 8.2.4 8.5.6 | | | | |
| | <p>BP.8 Close the Project Project resources and facilities are released, and the project is formally closed. The overall performance of the project is reviewed against the scope, objectives, timescales and budget. Lessons learnt reviews are undertaken involving all stakeholders. Knowledge transfer and improvement opportunities are identified for use by the organization.</p> | <ul style="list-style-type: none"> • Management Plan • Project Schedule | <ul style="list-style-type: none"> • Closure Report • Human Resource Requirements • Improvement Request • Infrastructure Requirements • Lessons Learnt Report | 4.4.1g 5.1.1i 7.1.1 7.1.2 7.1.3 10 | | | | |
| <p>OU.2 Safety objectives and cases are established and controlled, and all safety goals are achieved.</p> | <p>BP.9 Safety is Planned, Communicated and Monitored A safety manager is appointed and safety activities are planned, progress monitored and the status reported to stakeholders throughout development. Safety plans are produced, approved and maintained. Plans are effectively communicated and safety activities are undertaken by suitably qualified resource when sufficient information is available. Deviations from the plan are identified promptly and appropriate action is taken and recorded.</p> | <ul style="list-style-type: none"> • Human Resource Requirements | <ul style="list-style-type: none"> • Safety Plan | | | | | |

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| Process Purpose | To ensure that the projects meet their objectives. | | | | | | | | | | Version | v4r2 |
| Process Outcome | Process Base Practices | | Input Work Products | Output Work Products | ISO 9001 2015 | | | | | | | |
| | BP.10 Safety Cases are Prepared The safety plan identifies safety goals and, where applicable, the need for safety cases to be developed. Safety cases continue to be generated as part of the safety lifecycle. | | <ul style="list-style-type: none"> • Safety Plan | <ul style="list-style-type: none"> • Safety Cases | | | | | | | | |

PRJ.3 Configuration and Change Management

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|---|--|--|--|----------------------------------|-------------------|--|--|--|---------|--------------|
| Process ID | PRJ.3 | Process Name | Configuration and Change Management | Category | Project Processes | | | | Type | B/C |
| Process Purpose | To manage and control the work products required to maintain the integrity of the product. | | | | | | | | Version | v4r1v4 r2 |
| Process Outcome | Process Base Practices | Input Work Products | Output Work Products | ISO | | | | | | |
| | | | | 9001 2015 | | | | | | |
| OU.1 The version and relationship of all work products are known at all times. | BP.1 Establish a Configuration and Change Management Policy and Procedures A policy for configuration and change management is established, approved and communicated. Procedures are defined, approved and made available for use to implement the configuration and change policy. Procedures cover configuration identification, planning, baseline management, change control, audits and release. The policy and procedures are maintained under the management framework. | <ul style="list-style-type: none"> • Business Plan • Management Framework | <ul style="list-style-type: none"> • Configuration and Change Management Policy • Configuration and Change Management Procedures | 4.4.1c 4.4.2 7.5 | | | | | | |
| | BP.2 Plan Configuration and Change Activities Plans are produced to define the activities, schedule, resources, tools, roles and responsibilities for configuration and change management. The plans are integrated with associated management plans and schedules. | <ul style="list-style-type: none"> • Configuration and Change Management Policy • Configuration and Change Management Procedures | <ul style="list-style-type: none"> • Configuration Management Plan | 8.1 | | | | | | |
| | BP.3 Establish Configuration and Change Management System A system is established in line with the configuration and change management plan. The system covers tools, procedures and work instructions necessary to ensure work products are maintained at all times. | <ul style="list-style-type: none"> • Configuration and Change Management Policy • Configuration and Change Management Procedures | <ul style="list-style-type: none"> • Configuration and Change Management System | 4.4 7.1.3 8.1 8.5.2 | | | | | | |
| | BP.4 Manage Configuration Items Configuration items are uniquely identified, managed and tracked to ensure that the latest status information is recorded and the item is available. | <ul style="list-style-type: none"> • Configuration Items | <ul style="list-style-type: none"> • Configuration Items | 7.5.3 8.5.2 8.5.4 8.7.1 | | | | | | |

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| Process ID | PRJ.3 | Process Name | Configuration and Change Management | | | Category | Project Processes | | | | Type | B/C |
|-----------------|---|--------------|---|--|--|----------|-------------------|--|--|--|---------|--------------|
| Process Purpose | To manage and control the work products required to maintain the integrity of the product. | | | | | | | | | | Version | v4r1v4 r2 |
| Process Outcome | Process Base Practices | | Input Work Products | Output Work Products | ISO 9001 2015 | | | | | | | |
| | <p>BP.5 Manage and Release Baselines Baselines are established to show the relationship between individual configuration items at a particular point in time. <u>Approved baselines are used for transition and release.</u> Audits are conducted to ensure the physical and functional integrity of baselines, and records maintained. Status reports are provided to stakeholders and retained.</p> | | <ul style="list-style-type: none"> • Configuration Items | <ul style="list-style-type: none"> • Baselines • Status Reports | 7.5.3 8.5.2 8.5.4 | | | | | | | |
| | <p>BP.6 Manage Changes Stakeholder changes are logged and analysed to determine the necessary action to be taken and the impact on configurable items. The results of the analysis are communicated to stakeholders. Changes to configurable items are identified, reviewed and approved. Approved changes are undertaken, verified and released. Records of the change are maintained.</p> | | <ul style="list-style-type: none"> • Change Request • Configuration Items | <ul style="list-style-type: none"> • Change Record • Configuration Items | 7.5.2 7.5.3.2c 8.1 8.5.2 8.5.6 | | | | | | | |

AGR.1 Acquisition and Contract Management

| | | | | | | | | | | |
|--|---|--|--|--------------------|---------------------|--|--|--|---------|--------------|
| Process ID | AGR.1 | Process Name | Acquisition and Contract Management | Category | Agreement Processes | | | | Type | B/C |
| Process Purpose | To have contracts in place to ensure terms of business are understood and agreed. | | | | | | | | Version | v4r0v4 r2 |
| Process Outcome | Process Base Practices | Input Work Products | Output Work Products | ISO | | | | | | |
| | | | | 9001 | | | | | | |
| | | | | 2015 | | | | | | |
| OU.1 There are no disputes arising from the supply or procurement of products and services. | BP.1 Establish Contract Management Policy and Procedures <u>A policy is established, approved and communicated for contract management.</u> Procedures are defined, approved and made available for use, to ensure that contracts are managed in line with business needs. Procedures take into account all statutory, regulatory and security requirements, and identify authorization and approval responsibilities. The <u>policy and</u> procedures are maintained under the management framework. | <ul style="list-style-type: none"> • Business Plan • Management Framework | <ul style="list-style-type: none"> • Contract Management Procedures | 4.4.2 7.5 | | | | | | |
| | BP.2 Define Standard Terms and Conditions The organization defines, reviews and approves standard terms and conditions of business which capture the preferred ways of working with other parties. The standard terms and conditions include an outline of agreed service levels and methods for managing changes to contracts. | <ul style="list-style-type: none"> • Business Needs • Business Plan • Statutory and Regulatory Requirements | <ul style="list-style-type: none"> • Standard Contract Terms and Conditions | 8.2.2 | | | | | | |
| | BP.3 Negotiate and Agree Contracts Negotiations take place between contracting parties to ensure the terms of business are understood and are mutually acceptable. The contracting parties agree the product <u>products</u> or services <u>services</u> to be supplied. Contracts are formally approved by both parties and maintained under the data management process. Records of the negotiations and agreements are maintained. | <ul style="list-style-type: none"> • Customer Requirements • Standard Contract Terms and Conditions | <ul style="list-style-type: none"> • Supplier Contract | 8.2.3.1 8.2.3.2 | | | | | | |

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| | | | | | | | | | | |
|-----------------|--|---|---|---------------------|---------------------|--|--|--|---------|--------------|
| Process ID | AGR.1 | Process Name | Acquisition and Contract Management | Category | Agreement Processes | | | | Type | B/C |
| Process Purpose | To have contracts in place to ensure terms of business are understood and agreed. | | | | | | | | Version | v4r0v4 r2 |
| Process Outcome | Process Base Practices | Input Work Products | Output Work Products | ISO 9001 2015 | | | | | | |
| | <p>BP.4 Undertake Supply and Manage Change</p> <p><u>The products and services are developed and delivered in accordance with the contract using the organisation's defined delivery approach.</u></p> <p>Proposed changes to contracts are analysed to determine the necessary action to be taken and the impact on operational activities.</p> <p>Changes are formally agreed by contracting parties.</p> | <ul style="list-style-type: none"> • Change Request • Supplier Contract | <ul style="list-style-type: none"> • Supplier Contract | 8.2.4 8.5.6 | | | | | | |

AGR.2 Supply Management and Business Relationships

| Process ID | AGR.2 | Process Name | Supply Management and Business Relationships | | | | Category | Agreement Processes | | | | Type | B/C |
|---|---|--------------|--|--|--|-----------------------|----------|---------------------|--|--|---------|--------------|-----|
| Process Purpose | To establish and manage an effective supply chain. | | | | | | | | | | Version | v4r1v4 .2 | |
| Process Outcome | Process Base Practices | | Input Work Products | Output Work Products | | ISO 9001 2015 | | | | | | | |
| OU.1 The organization manages suppliers effectively and does not encounter any disruptions to the supply chain. | BP.1 Establish Business Relationship Framework The organization identifies its suppliers, along with the processes, roles and responsibilities for managing supplier relationships. | | <ul style="list-style-type: none"> Business Plan | <ul style="list-style-type: none"> Supplier Management Plan | | 4.2 8.4.1 | | | | | | | |
| | BP.2 Establish Supplier Management Procedures Procedures for managing supplier relationships are defined covering procurement, management of suppliers, review/acceptance of supplied products and services, communication, supplier feedback, complaints and escalations. Responsibilities for managing each supplier are assigned to designated individuals. The procedures are maintained under the management framework. | | <ul style="list-style-type: none"> Management Framework Supplier Management Plan | <ul style="list-style-type: none"> Supplier Management Procedures Supplier Management Responsibilities | | 7.5 8.4.1 8.4.2 | | | | | | | |
| | BP.3 Define, Agree and Implement Supplier Agreement Formal contracts are prepared, reviewed and approved between the organization and the supplier. Records of the review are maintained. The agreements cover as a minimum what is to be provided, competency requirements, communications, monitoring and review requirements, verification and validation needs, and necessary approvals. Suppliers are managed in accordance with the formal contract. Changes to the formal contract are handled through a formal change control process. | | <ul style="list-style-type: none"> Supplier Contract | <ul style="list-style-type: none"> Change Request Review Records | | 8.4 | | | | | | | |

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| Process ID | AGR.2 | Process Name | Supply Management and Business Relationships | | | Category | Agreement Processes | | | | Type | B/C |
|-----------------|---|--------------|--|--|--|----------|---------------------|--|--|--|---------|--------------------|
| Process Purpose | To establish and manage an effective supply chain. | | | | | | | | | | Version | v4r1v4 <u>2</u> |
| Process Outcome | Process Base Practices | | Input Work Products | Output Work Products | ISO 9001 2015 | | | | | | | |
| | <p>BP.4 Monitor Supplier Performance</p> <p>The performance of suppliers is reviewed on a regular and planned basis. Reviews consider the performance of the supplier in meeting delivery objectives and contractual obligations.</p> <p>Deviations from required performance are documented and appropriate action taken.</p> | | <ul style="list-style-type: none"> Stakeholder Requirements Supplier Contract Supplier Management Plan Supplier Performance Data | <ul style="list-style-type: none"> Corrective Action Request Supplier Performance Report | 8.4.1 | | | | | | | |
| | <p>BP.5 <u>Accept Products and Services and Review Relationship</u></p> <p>Regular communication takes place between the organization, the supplier and other stakeholders to review the extent to which the supplier addresses the needs and expectations of the business.</p> <p><u>Action Products and services are accepted using defined verification and validation procedures with nonconformities and issues raised with the supplier for agreed resolution.</u></p> <p><u>When acceptance is taken to address given, the contract performance is reviewed for improvement opportunities for all stakeholders involved.</u></p> <p><u>Contractual arrangements are finalised.</u></p> | | <ul style="list-style-type: none"> Supplier Performance Report | <ul style="list-style-type: none"> Improvement Request | 4.4.1h 5.1.1i 8.4.1 8.4.2 10 | | | | | | | |