

Stakeholder Analysis for all Standards

ISO 9001/ISO 14001/ISO 45001/...

- Manual -

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Stakeholder Analysis – Overall Objective

The main objective of this document is to provide a general approach for a versatile stakeholder analysis for your organization.

This concept offers two different ways to achieve a comprehensive understanding of your company's stakeholders.

Option A is a basic approach to complete a full analysis while **Option B** provides a more profound detailed analysis of each stakeholder. We designed two different templates which should be used for the analysis in order to ensure consistency.

The following pages describe the procedure step-by-step and comprise a fill-in assistance.

For further information please refer to our DQS-workshops on www.dqs-cfs.com.

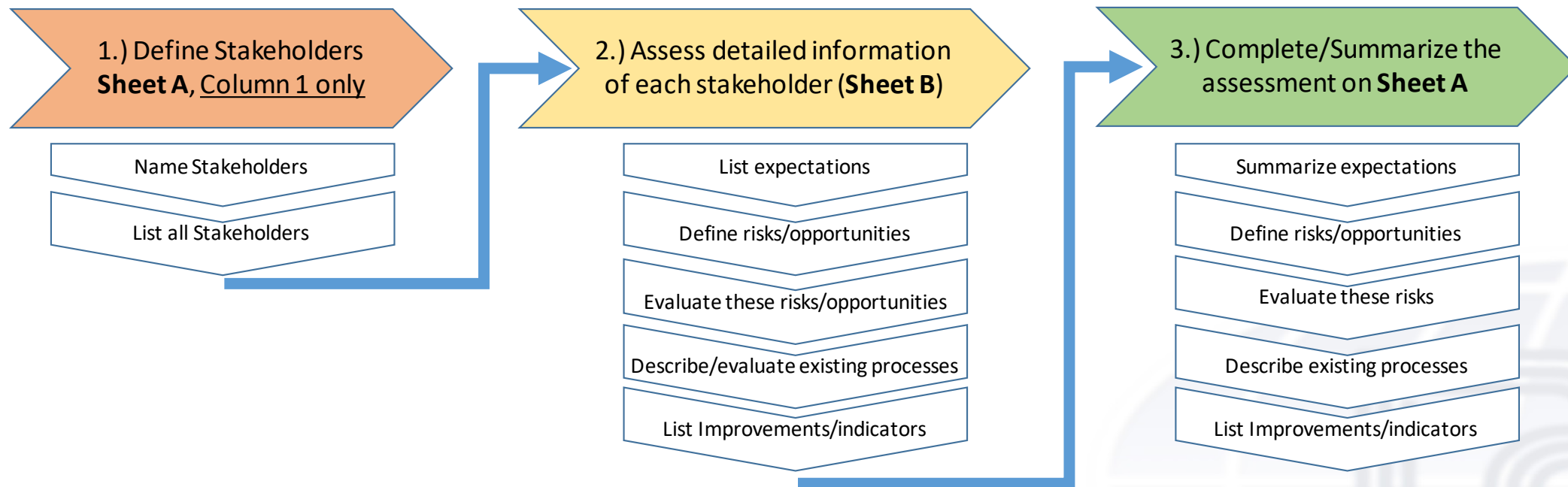


Stakeholder Analysis – Workflow map

Option A: Basic approach – use Sheet A ONLY



Option B: Comprehensive approach – use Sheet A+B accordingly



Stakeholder Analysis – In-depth workflow description (Option B)

1. Define all stakeholders and list their names in the first column of sheet A.
2. Provide detailed information on each of these stakeholders on a separate sheet B
 - a) Describe the various expectations for this stakeholder.
 - b) List potential risks for this stakeholder and describe how these risks can be transformed into opportunities.
 - c) Evaluate the risk/opportunity. State your rating of the severity/chance of success with the numbers 1-5. Where 5 being the highest risk/greatest chance and 1 being the lowest risk/chance. Of course, you can use any other desired rating system.
 - d) Describe the existing processes that are already established.
 - e) Evaluate the quality of the process and its effectiveness to support the risk or opportunity. Use the same system as in 2 c).
 - f) List the improvements as a result of these processes and provide indicators which can be used to measure them.
3. Finalize sheet A by summarizing the detailed assessment of each stakeholder from the B sheets:
 - a) Summarize the expectations of each stakeholder.
 - b) Point out risks and/or opportunities.
 - c) Evaluate the overall risk/opportunity, using the numbers 1-5 (5 being the highest risk and 1 being the lowest).
 - d) List the existing processes and activities of each stakeholder.
 - e) Rate the suitability of these processes. Use a scale from 5-1, where 5 is being highly suitable and 1 inadequate to meet your stakeholder's expectations.
 - f) Demonstrate the expected or achieved improvements and provide measurable indicators.

How to complete...

Stakeholder Analysis – Overview table (Sheet A)

Summarize the risks to be expected in relation with this stakeholder

Describe the existing process to manage the stakeholder expectations

Summarize the improvements already achieved or planned with this stakeholder and state measurable indicators

Enter the stakeholder's name or description (e.g. customer)

List the expectations of this stakeholder

Evaluate these risks. Use a scale from 5-1, where 5 is being the highest and 1 the lowest risk. Use alternative rating systems – if you desire.

Evaluate these processes. Use a scale from 5-1, where 5 is being highly suitable and 1 inadequate. Use alternative rating systems – if you desire.

Stakeholder Analysis Sheet A – Overview

Strategic Direction

Stakeholder	Expectations	Risk/Opportunity	X	Existing Process	X	Improvements/Indicator
<i>Stakeholder 1</i>						
<i>Stakeholder 2</i>						
<i>Stakeholder 3</i>						



Fill out the form, summarizing the major points for each stakeholder.
For more detailed assessment on each stakeholder please use the detailed assessment table.

How to complete...

Stakeholder Analysis – Detailed assessment table for each stakeholder (Sheet B)

Provide detailed information about the expectation of the stakeholder. Distinguish between the grade of expectation (high, medium or low).

Define the risks or opportunities that might occur in the relation with the stakeholder and/or related to his actions.

Evaluate the risk/opportunity according to severity/chance of success and probability of occurrence. State your rating of the risk with the numbers 1-5. Where 5 being the highest risk/greatest chance and 1 being the lowest risk/chance. Use an alternative rating system, if desired.

What are the improvements with this stakeholder. How are improvements measured?


Describe the process(es) in depth.

Enter the stakeholder's name, use one copy of Sheet B for each stakeholder.

Stakeholder Analysis Strategic Direction

Sheet B – Detailed assessment for _____

Expectations	Risk/Opportunity	X	Existing Process	X	Improvements/Indicator

 Fill out the form for each stakeholder individually. For a summary of all stakeholders, please use the overview-table.



***For further information regarding a stakeholder analysis,
please refer to our DQS-workshops on***

www.dqs-cfs.com