



Quality Management System

I approve the following

LEPL Georgian Technical University

Rector / Chancellor _____

__ . __ . 2022

Organization Context, factors and Stakeholders

According to the requirements of ISO 9001 Standard

MI-07

Revision: 01

Copy No. __

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QMS
Organization Context, factors and Stakeholders

MI-07
Amendment ___/___
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1. Goal

This Methodological Instruction describes all the internal and external factors of LEPL Georgian Technical University, which correspond to the Strategic Development Directions of the Organization and determine the achievement of the Quality Management Policy and goals with the support of the implemented QMS and the possibility of obtaining the expected result.

2. Scope

This Methodological Instruction is mandatory for all structural units of the Organization that are included in the scope of QMS, taking into account the following factors:

- a) Internal and external factors;
- b) Stakeholders and their requirements;
- c) Educational products and services;
- d) Evaluation of processes and continuous improvement.

The University meets all the requirements of the International Standard.

The scope of the Organization's QMS standards is documented as follows:

- **The direction of the Organization's activity** is education, training and scientific research.
- **Target audience** - professor, student, entrant, family members of students and entrants, representatives of state sectoral agencies and expert/professional society, representatives of the sectoral labor market.

The scope of the QMS is accessible to the Organization's personnel and stakeholders.

3. Terms and abbreviations

The terms and definitions used in this Instruction correspond to the terms and definitions in ISO 9001 Standard.

The following specific abbreviations are applied within the Instruction:

QMS - Quality Management System;

MI - Methodical Instruction;

QMS Leader - Management Representative in matters of Quality Management;

Mand. - Mandatory;



Part. - Participator.

4. Organization Context

Organization Context - Circumstances, factors, created case, idea clearly understood and evaluated by the Organization.

5. Understanding the Organization and its Context

Based on the directions of Strategic Development, the Organization has identified the relevant internal and external (positive and negative) factors that affect the University's Management Policy, the ability to achieve goals and established results. The University conducted monitoring and analysis of information on internal and external (positive and negative) factors (F-MI-07B).

During the determination of external factors (context), the University's working group considered issues arising from the local, regional, national or international requirements of the legal, technological, competitive, market, cultural, social, economic environment.

External factors of the organization are as follows:

- Educational market trends, such as new services and technologies, changes in user requirements; regulations of ecology, labor safety;
- Funding, such as donations from other sources;
- Demographic, e.g. user's age, race, gender and culture;
- Relations with partner organizations;
- Political, ecological and economic regulations.

Internal factors mean such issues that arise from the University's requirements regarding values, culture, competence, knowledge, functioning, and ethics.

Internal factors of the organization are:

- Availability of financial resources, such as funding (budget), source of income and other opportunities;
- Physical resources such as the Organization's location, infrastructure, software, support systems and equipment;
- Human Resources;
- Access to patents and copyrights;
- Current processes, such as employee development programs, departmental hierarchies, and software systems;
- Organization culture, image;
- Staff potential and efficiency and more.



6. Stakeholder requirements/expectations

The University determines:

- a) Stakeholders significant for the QMS;
- b) Requirements of significant Stakeholders to the QMS (F-MI-07C);

The University periodically monitors and analyzes the information of the Stakeholders and their requirements.

7. Evaluation of the Systems functionality

The Organization evaluates the functionality and effectiveness of the QMS. All Process Owners evaluate the managed process according to their own competence and ensure the reporting (F-MI-07D) of this process evaluation result (process KPI) to the representative board at predetermined intervals.

The Organization maintains the documented information reported about the processes as evidence of the results and the factual basis for the purposes of making decisions related to the process.

8. Supporting Documents

Item	Title
ISO 9001	Quality Management System, requirements
MI-02	Documented information management
MI-03	Internal Audit
MI-04	Correction and Corrective Actions
MI-05	Non-compliances management
MI-06	Risks and Opportunities Management
	Organization's Policy
	Goals – Strategic Plan
F-MI-02A	External Documentation List
F-MI-02B	Internal Documentation List



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F-MI-02C	Documented Evidence List
MR	Management Review

9. Agreement Sheet

Developed by:	Date	Signature
QMS Leader		
Agreed		
Rector/Chancellor		

Goals – Annual Strategic Program Form

Goals of LEPL Georgian Technical University, Quality Management Strategic Program for 2021										
						Developed by:	Signature	Approved by:	Signature	
						QMS Manager		Rector/Chancellor		
						Date:		Date:		
N	Goal	System	Planned Activities/Actions		Responsible person for implementation (Position)	Implementati on deadlines	Criteria to check the Action	Resources needed	Smart indicator of the goal	Remark on implementati on

Agreed:

_____ Date: __/__/____

_____ Date: __/__/____

_____ Date: __/__/____

Organization's Analysis of internal and external factors (SWOT)

N	S – Strength	W – Weakness	O – Opportunities	T – Threats	Note

Signature:

Date:

__/__/__

__/__/__

__/__/__

Internal and External Stakeholders and their expectations

N	Stakeholder	Organization's expectation towards the Stakeholder	Stakeholder's expectation towards the Organization	Norm/Regulation	Note

Process Reporting form

Process _____

Month, year _____

N	Goal/ Result scope	Key Performance Indicator (KPI)	KPI rate	Target	Factual	Score	Final score
						#DIV/0!	#DIV/0!
						#DIV/0!	#DIV/0!
						#DIV/0!	#DIV/0!

Process Owner's Signature: _____

Date: __/__/____