Quality Process Map

H.E WORKS Limited
Welding Services
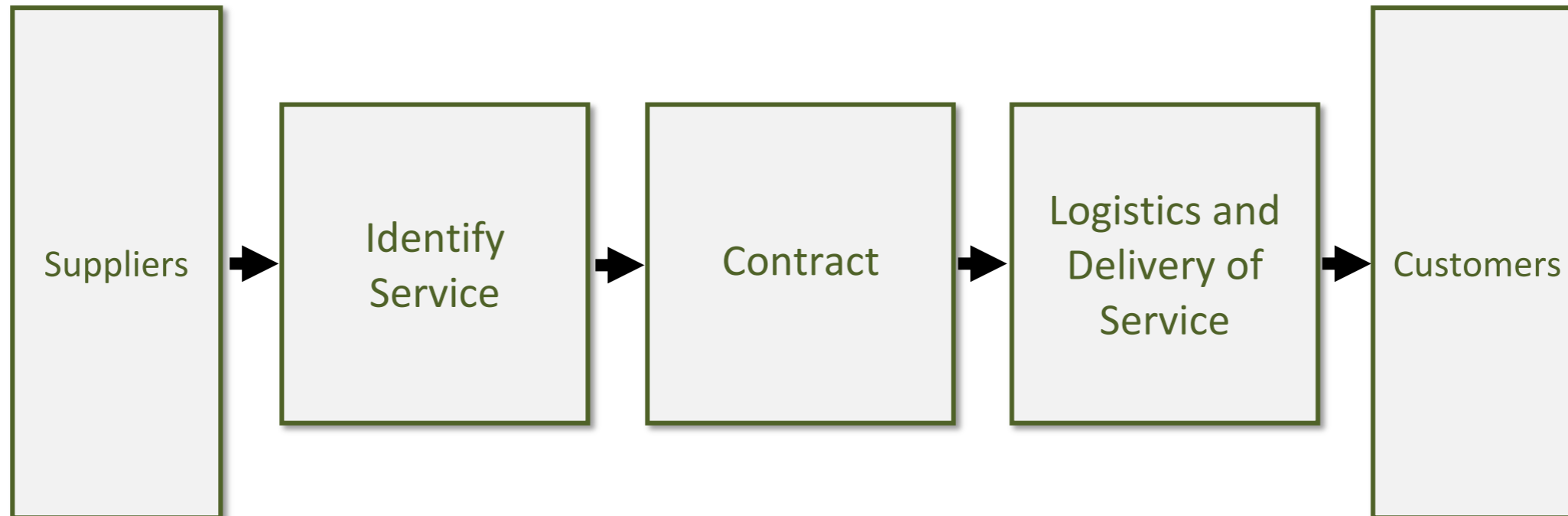
Leadership Functions

Policy and Objectives
Continual Improvement
Adequate Provision of Resources
Business Development
Management Review

Service Delivery

Suppliers → Identify Service → Contract → Logistics and Delivery of Service → Customers

Supporting Functions

People Management	Financial Management	Document Control
Materials Management	Auditing	Facilities Management
Information Management	External Communication	Occupational Health & Safety

BUSINESS RISK
1 Quality Black Box
2 Customer Enquiries
3 Resource Management
4 Service Delivery
5 Cashflow
6 Sustainable Resources
7 Product Range
8 Support Services
9 Leadership Challenges

INTERESTED PARTIES
1 Customers / Clients
2 Strategic Partners and Suppliers
3 NGOs
4 Financial / Insurance
5 Regulatory Bodies inc. Local Authorities
6 Shareholders
7 Delivery Partners
8 Landlord/Investors
9 Surrounding Businesses /Local Community