	BUREAU OF ANIMAL INDUSTRY	
	QUALITY MANUAL	
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The issues determined are identified through an analysis of risks facing the BAI and its interested parties. Interested parties are those stakeholders who receive our products and services or who may be impacted by them, or those parties who may otherwise have a significant interest for BAI.

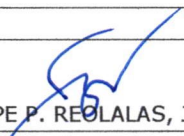

This information is then used by division chiefs/project leaders to determine the strategic direction of BAI. This is defined in the records of the BAI's strategic objectives and periodically updates as conditions and situations change.

As tabulated, the interested parties with their needs and expectations are:

	Interested Party	NEEDS AND EXPECTATIONS
1	Accrediting Body	Level of compliance to ISO/IEC 17020
2	Attorney	Concerned with BAI's exposure to litigation
3	Certification Body	Level of compliance to ISO 9001
4	Direct Customer of AFVDBCD	Expect on time delivery of feeds/vet. drugs and biological licenses, permits and certificates Concerned with safety of the product Expect quality services Environmental requirements for products/ samples
5	Direct Customer of AHWD	Expect on time delivery of permits and certificates Expect quality services
6	Direct Customer of LRDD	Expect good customer support Expect timely and relevant technologies for transfer
7	Direct Customer NVQSD	Expect on time delivery of permits, clearances and certificates Expect quality services
8	Direct Customer of VLD	Expect on time delivery of and accurate test results Expect high quality products Concerned with safety of the product
9	Insurer/Lender/finance providers	Meeting policy requirements Payment of premiums Reporting changes in circumstances Meeting repayment terms Compliance with loan conditions
10	Employee/Staff	Opportunities for advancement Continuity of employment Competency of employees Expect to be compensated Expect satisfactory equipment, facilities Require appropriate training and support Fire safety First aid provision Safe working environment Emergency Preparedness

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		Communication and cultural diversity Succession Plan (understudy policy)
10	Regulatory Bodies	Must comply with all regulations and statutes Customs Act & Regulations Procurement Law Food and Drugs Act and Regulations Occupational Safety & Health Act and Regulations Product Certification Standards Codex Alimentarius Standards Data Privacy Act
11	Employees' association	Terms and condition for workers Adherence to monetary and non-monetary benefits for employees in accordance to regulations
12	Local Community	Have concerns over property and nearby land Wants BAI to hire workers living nearby Can provide positive press Refuge in time of disasters/calamities
13	Service Providers/Suppliers	Capability of outsourced partners Adherence to payment terms Expect to be paid promptly Adherence to contract agreements Require adequate notice of rush jobs Require clearly defined requirements
14	Trade bodies/associations	Membership requirements Meeting standards to which the organization adheres Provision of guidance
15	Other government agencies	Expect full attention to collaborative works Expect manpower support to projects
16	Top Management	BAI must utilize its funds accordingly QMS processes must be efficient Concerned with output of agency BAI must maintain sufficient staff Requires reliable equipment and facilities
17	International Agencies	Expect project proposals for funding Expect full attention to collaborative works Expect wise use of resources poured into projects
18	Politicians/Local Chief Executives	Political situation affects continuity of services Expect prompt service every time (do not follow first come first serve basis in queuing)

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