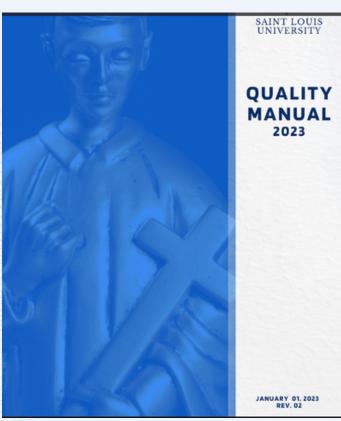


## Saint Louis University Local Stakeholders





## 2.6 RELEVANT INTERESTED PARTIES

Parents

A list of interested parties and their requirements that are relevant to the QMS is established. Feedback from these parties provides information on how the University determines what needs to be improved and how. To ensure that the services and processes continue to meet all relevant requirements, SLU identifies and assesses the potential impact of any relevant needs and expectations that may be elicited from the interested parties. To ensure that processes are aligned to deliver the requirements of the interested parties, the institution monitors and reviews information about these interested parties and converts relevant needs and expectations into requirements which become inputs to the QMS.

## NEEDS AND EXPECTATIONS OF INTERESTED PARTIES

Interested Parties	Internal/ External	Needs and Expectations
Accrediting, Certifying and Regulating Bodies:	External	adherence of the University to standards and regulations, and other compliance and reportorial requirements
<ul> <li>Department of Education (DepEd)</li> </ul>		compliance with DepEd Orders and advisories
<ul> <li>Commission on Higher Education (CHED)</li> </ul>		compliance with CHED Memorandum Orders and advisories
Legal Education Board (LEB)		compliance with LEB Memorandum Orders and advisories
<ul> <li>Philippine Accrediting Association of Schools, Colleges, and Universities. (PAASCU)</li> <li>ASEAN University Network-Quality</li> </ul>		attainment of required standards in program accreditation, implementation of relevant recommendations for the improvement of programs and services
Assurance (AUN-QA)		programs and services
Department of Social Welfare and Development (DSWD)		compliance with SWD requirements to operate (for SLU Sunflower Child and Youth Wellness Center and Halfway Home for Boys)
<ul> <li>Department of Health (DOH)</li> </ul>		compliance with health and safety standards
<ul> <li>Professional Regulation Commission (PRC)</li> </ul>		compliance with licensure requirements

<ul> <li>Philippines Technological Council (PTC)</li> </ul>		compliance with Engineering Programs International Standards
ISO Certification Body	1	compliance with ISO Standards
<ul> <li>Organizations on International Rankings and Ratings (i.e. THE, WURL QS)</li> </ul>		compliance with international standards for educational institutions and/or programs
Alumni	External	continual involvement in the mission of the University, active participation in activities intended for alumni
Board of Trustees	Internal	consistent with the CICM educational mission, financial viability, strategic directions and plans, legal compliance, and avoidance of fines
Academic Consortia and Organizations	External	partnerships for common goals in institutional and program-based functions of research and innovation, instruction, and extension
Community and Interest Groups/Agencies	External	partnerships in the planning, implementation and evaluation of outreach and extension programs (community service involvement), competent graduates for employment, and employment opportunities
Employees	Internal	competitive salary and benefits, good and safe work environment, job security, recognition and awards, training, effective communication, shared values and security
External Auditors	External	adherence to standards and regulations; filing of application for permits and licenses on time; and, payment of fees on time
Government Agencies:	External	
Securities and Exchange Commission (SEC)     Bureau of Internal Revenue (BIR)     Social Security System (SSS)     Philippine Health Insurance Corporation (Philihealth)     Home Development Mutual Fund (HOME/INAC-BIC)		timely and complete fillinghayment of permits, licenses, fees and other dues; submission of reports; and, compliance to all regulatory requirements,

PRIC Civil Service Commission Local Government (City Mayo Office and Office of the Sunggariang Bourage) Department (Coult) Department (Coult) Department (Coult) Department (Coult) Department of Environment Assure (Person	(PSA)  and atory  aard	
National Privacy Commission		compliance with data privacy law
DOH		compliance with health and safety standards
• LEB		processing of special permit to conduct short- term classes
ndustry Partners	External	transparency and effective communication
<ul> <li>Host Training Establishments (THE)/Employers/Organization such as DSWD, DepEd, DOH, D Affiliate Hospitals, Community Catchment Areas, Law Firms,</li> </ul>	OLE,	compliance with internship/practicum activities, competent and employable graduates, and help build and maintain the innovation and entrepreneurship ecosystem for MSML enterprises

		welfare or performance of students (academically or well-being like results of guidance or any assessment); integral academic; character and spiritual formation; relevant curricular and extra-curricular activities; and, holistic growth of learners/students
Students/Customers	Internal	high quality services and equipment/ facilities, expectations for design innovation, on time delivery, cost-effective communication, technical support, supply continuity, defined lead times, defined points of contact
Suppliers/ Service Providers	External	sustainable business opportunities that develops a mutually beneficial relationship evidenced by mutual compliance with the contractual agreements while they provide the goods and services' needs of the university.

Internal quality Catholic Education; informed of the



