

AY 2022 - 2023



# Saint Louis University

## Identify and Engage with Local Stakeholders



**16** PEACE, JUSTICE  
AND STRONG  
INSTITUTIONS





# Contractual Agreements with External Providers and Concerned Parties

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## 2.6 RELEVANT INTERESTED PARTIES

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, compliance, and reporting
Alumni	External	continual involvement in the mission of the University, active participation in activities intended for alumni
Board of Trustees	Internal	good financial performance, business strategy, legal compliance, avoidance of fines
Community	External	competent graduates for employment
Employees	Internal	good and safe work environment, job security, recognition and awards, training, effective communication, shared values and security



## Saint Louis University Quality Management System QUALITY MANUAL

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### Document Title: Quality Statements and Organization

External Auditors	External	adherence to standards and regulations, filing of application for permits and licenses on time, payment of fees on time
Government Agencies	External	filing of permits and licenses on time, payment of fees on time, compliance to all regulatory requirements, timely submission of required reports
Industry Partners	External	return on capital, transparency, effective communication, quality and employable graduates
Parents	Internal	value for money
Review Centers	External	high passing percentage in board examinations of reviewees
Students	Internal	high quality product, 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	adherence to contractual agreements, prompt payment, health and safety, beneficial relationship