



**The Inspection Technology and  
Quality Assurance National Institute**

**EXTERNAL INTERNAL ISSUE  
ASSESSMENT PROCEDURE  
ITQAN-MP-01**

**According to the ISO 9001:2015, ISO 14001:2015, and ISO 45001:2018**

**ITQAN Institute**



## EXTERNAL INTERNAL ISSUE ASSESSMENT PROCEDURE

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## EXTERNAL INTERNAL ISSUE ASSESSMENT PROCEDURE

### 1. PURPOSE:

The purpose of this procedure is to establish a robust system for identifying, assessing, and responding to both external and internal issues relevant to the Inspection Technology and Quality Assurance National Institute (ITQAN). This process will facilitate compliance and informed strategic planning.

### 2. SCOPE:

This procedure applies to all activities carried out by the Inspection Technology and Quality Assurance National Institute (ITQAN). It includes an in-depth SWOT (Strengths, Weaknesses, Opportunities, and Threats) analysis focusing on Quality, Environment, and Safety issues. This analysis will aid in forming effective strategies.

### 3. RESPONSIBILITY:

The responsibility for conducting a comprehensive assessment of external and internal issues rests with the designated Management Representative and the HSE (Health, Safety, and Environment) team members. This assessment will be conducted regularly to ensure continuous update of information.

### 4. DEFINITION:

- **Context of the Organization:** This term refers to the geographical, political, and demographic framework within which ITQAN operates, shaping its business processes.
- **Interested Parties:** These are individuals or groups that are impacted by ITQAN's performance in Occupational Health, Safety, Environment, and Quality. They include stakeholders, clients, suppliers/contractors, employees, regulatory bodies, and the community.
- **Legal Requirements:** Legal requirements encompass statutory, governmental, or international obligations applicable to ITQAN's scope of services.
- **Other Requirements:** This refers to all non-legal obligations, such as contractual commitments, voluntary standards, industry norms, and best practices.
- **Compliance:** Compliance is achieved when ITQAN fulfils both legal and other relevant requirements.

### 5. PROCEDURE:

- The designated Management Representative and HSE team members will collaboratively evaluate and document a comprehensive list of external and internal issues. These issues include legal, technological, cultural, social, and economic factors. This documented information will be used for strategic planning and decision-making.
- Both external and internal issues will be assessed in the light of their potential impact on ITQAN's ability to achieve objectives and intended outcomes. This assessment will involve interested parties, governance practices, contractual relationships, organizational culture, and risk management strategies.

ITQAN's internal context covers various aspects, including but not limited to:

- Training offerings and service portfolio.
- Organizational structure, roles, and accountability.
- Adherence to regulatory requirements and compliance measures.
- Defined policies, goals, and strategies to achieve them.
- Physical assets, resources, and knowledge base.
- Information systems, decision-making processes, and communication flows.
- Relationships and engagement with stakeholders, clients, suppliers/contractors, employees, and the community.
- Adopted policies, standards, guidelines, and models.
- Working conditions and time arrangements.
- The prevailing organizational culture that shapes attitudes and behaviours.

External issues for ITQAN cover a wide range of factors, including but not limited to:

- Political developments and their potential impacts.
- Environmental conditions and sustainability considerations.
- Economic trends and market performance.
- Social and cultural shifts affecting stakeholder expectations.
- Technological advancements influencing operations.
- Legal and regulatory changes impacting compliance requirements.
- Evolving competitive landscape and entry barriers.

Stakeholders' needs, expectations, and concerns will be carefully considered to shape ITQAN's strategies. These stakeholders include:

- Founding Stakeholders/Partners seeking effective governance.
- Trainees demanding compliance, quality, and value.
- Suppliers/Contractors expecting clear communication and mutual benefit.
- Sponsors aiming for sponsorship and value-based collaboration.
- Employees desiring job security, growth opportunities, and recognition.
- Competitors shaping market dynamics and posing challenges.
- Regulators and authorities overseeing legal compliance and governance.
- Community members desiring diversity, support, and positive impact.

**SWOT ANALYSIS**

Utilizing the SWOT Analysis has proven instrumental in equipping ITQAN Institute with a strategic lens to evaluate its internal strengths and weaknesses, as well as external opportunities and threats. This method has not only illuminated innovative solutions to prevailing challenges but has also laid bare potential barriers that might hinder the achievement of goals and objectives. By leveraging this analysis, ITQAN Institute has effectively charted a direction that optimizes its resources and capabilities, ensuring the most impactful and efficient course of action. The SWOT Analysis has fortified ITQAN Institute's decision-making processes by furnishing decision-makers with a comprehensive overview of the institute's position within its industry.

As a dynamic tool, the SWOT Analysis continues to be an indispensable asset in guiding ITQAN Institute towards a sustainable future.

• **Internal (Strength & Weakness)**

Objectives	Internal	
	Strength What ITQAN is good at?	Weakness What ITQAN is not good at?
1. Fulfil the Local Market Needs	<ul style="list-style-type: none"> <li>▪ Communicate with all stakeholders concerned.</li> <li>▪ Enhance the Training Programs to Be Aligned with Labor Market Needs</li> <li>▪ Address the local market demand based on potential capacity.</li> <li>▪ Build the right capability for training young Saudis</li> </ul>	<ul style="list-style-type: none"> <li>▪ Attract High School calibers.</li> <li>▪ Provide customized training program.</li> <li>▪ Assist with international certifications.</li> <li>▪ Reach companies' kingdom-wide</li> <li>▪ Capture new mega and giga projects demand.</li> </ul>
2. Promote Health & Safety Among Trainees	<ul style="list-style-type: none"> <li>▪ Dedicated H&amp;S Department</li> <li>▪ Integrated H&amp;S Sessions in Core &amp; Extracurricular Programs</li> <li>▪ Introduce Strong Safety Awareness Campaigns</li> <li>▪ Install DMD on trainees' cars.</li> <li>▪ Mandate participation of Qyadati driving program during induction week.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Strong negative attitude of trainees towards safety awareness.</li> <li>▪ Not having accommodation nearby to prevent trainees from traveling.</li> <li>▪ Persuade all trainees' resistance to follow safety regulations.</li> <li>▪ Lack of persuasive tactics for trainees' safety regulations compliance.</li> </ul>

3. Adopt High Quality Training Practices	<ul style="list-style-type: none"> <li>▪ Hire Well-Experienced ITP in TVET.</li> <li>▪ Utilize well functioned MIS for trainees, trainers &amp; sponsors.</li> <li>▪ Initiate new innovative ideas such as trainee learner tracker performance &amp; mentoring session.</li> <li>▪ Introduce international inspection mock tests.</li> <li>▪ Establish innovative training techniques.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Secure enough applicants meeting the acceptance requirements.</li> <li>▪ Access to updated industry-standard resources for better alignment.</li> <li>▪ Require sufficient trainee motivation.</li> </ul>
4. Meet Customer Expectations	<ul style="list-style-type: none"> <li>▪ Conduct sponsor day initiative.</li> <li>▪ Provide access to trainee's data.</li> <li>▪ Improve communication with Sponsor/Trainees.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Revise the admin fee.</li> <li>▪ Provide requisite international inspection certifications.</li> </ul>
5. Improve Financial Sustainability	<ul style="list-style-type: none"> <li>▪ Profit by strategic partnerships opportunity.</li> <li>▪ Utilize the extra capacity (Building E)</li> <li>▪ Operate the new E-learning building.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Provide extra funding with the limited revenue sources.</li> <li>▪ Control of ITP expenses.</li> </ul>

• **External (Opportunities & Threats)**

Objectives	External	
	Opportunities What opportunities dose ITQAN see?	Threats What obstacles dose ITQAN face?
1. Fulfil the Local Market Needs	<ul style="list-style-type: none"> <li>▪ Taking advantage of the Mega and Giga Projects demands.</li> <li>▪ Providing customized short/special courses.</li> <li>▪ Expanding training program to include Female.</li> <li>▪ Adopting Virtual Reality and Artificial Intelligence (industry digital transformation).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Existence of same discipline rivals in other kingdom major cities.</li> <li>▪ Insufficient fund (donation) for growth and effective kingdom wide marketing strategy.</li> </ul>
2. Promote Health & Safety Among Trainees	<ul style="list-style-type: none"> <li>▪ Developing external awareness safety campaigns.</li> <li>▪ Cooperating with local health &amp; safety authorities.</li> <li>▪ Enhancing communication with sponsors.</li> <li>▪ Increasing H&amp;S Visit by Saudi Aramco</li> </ul>	<ul style="list-style-type: none"> <li>▪ Unexpected road/weather bad conditions.</li> <li>▪ Monitor trainees after hours/weekends.</li> <li>▪ Arrange local involvement of Traffic &amp; Hospital departments on timely manner</li> </ul>
3. Adopt High Quality Training Practices	<ul style="list-style-type: none"> <li>▪ Obtaining accreditations available.</li> <li>▪ Meeting sponsor needs of developed training skills.</li> <li>▪ Widening international collaborations.</li> <li>▪ Optimizing customer satisfaction feedback.</li> <li>▪ Taking advantage of Saudi Aramco QA &amp; CoE IR visits.</li> <li>▪ Introduce digital transformation strategy.</li> <li>▪ Obtaining cutting edge equipment based on the latest industry trends</li> </ul>	<ul style="list-style-type: none"> <li>▪ Uncertainty of the Future Business Model</li> <li>▪ Quality of the general education system.</li> <li>▪ Awareness of the vocational training value.</li> </ul>
4. Meet Customer Expectations	<ul style="list-style-type: none"> <li>▪ Strengthen the external networking.</li> <li>▪ Using Customer Relation Management System (CRM)</li> <li>▪ Injecting International inspection certifications into the program</li> </ul>	<ul style="list-style-type: none"> <li>▪ Less HRDF support</li> <li>▪ Competition of other Counterparts</li> </ul>

5. Objectives	<ul style="list-style-type: none"> <li>▪ Growing demand for training</li> <li>▪ Developing new programs (Core &amp; Short courses)</li> <li>▪ Welcoming female inspectors.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Competition of other Counterparts</li> <li>▪ Attract fresh calibers.</li> <li>▪ CoE Approvals</li> </ul>
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### PESTLE ANALYSIS

A PESTLE analysis is a strategic tool that helps organizations like ITQAN Institute assess the external factors that influence their operations and decision-making. By considering the Political, Economic, Social, Technological, Legal, and Environmental factors (PESTLE), ITQAN can gain a comprehensive understanding of its operating environment. This analysis provides valuable insights into potential opportunities, challenges, and trends that impact the institute's strategies, services, and overall success. Through a systematic evaluation of these factors, ITQAN can make informed decisions, adapt to changing circumstances, and develop effective strategies to thrive in its industry while addressing the needs and expectations of its stakeholders.

Political Factors	
1	Unstable conditions in the Middle East
2	Government policies on TVET

Economic Factors	
1	Economic growth
2	Cash flow challenges
3	High market prices
4	Inflation rates
5	Currency exchange rates

Social Factors	
1	Impact of social media
2	Cultural changes
3	Age demographics
4	Work-life balance trends
5	Health and safety awareness

Technological Factors	
1	Traditional systems
2	Cost of new technology
3	Technological advancement
4	E-government system
5	Cloud computing adoption

Legal Factors	
1	Changing local legislation
2	Intellectual property laws
3	Employment regulations
4	Data privacy laws

Environmental Factors	
1	Underground water challenges
2	Extreme climate conditions
3	Sustainability trends

4	Waste management regulations
5	Renewable energy adoption

## 6. INFORMATION MANAGEMENT AND REVIEW PROCESS

- Information pertaining to identified external and internal issues shall be meticulously recorded and preserved within the designated External Internal Issue Register (ITQAN/MR/06). This repository serves as a central hub for comprehensive documentation of these crucial matters.
- The responsibility for monitoring and oversight during service execution, along with the review of this critical information, rests with the Managing Director, Management Representative, and other departmental Managers. This proactive approach ensures that these issues remain at the forefront of strategic discussions.
- In the pursuit of identifying pertinent external and internal issues, the Management Representative, in close collaboration with the Managing Director and departmental Managers, will undertake the task of pinpointing the relevant external and internal stakeholders. This comprehensive understanding extends to discerning the unique needs and requirements of these stakeholders in connection with the identified issues.
- For the sake of clarity and accountability, meticulous documentation of the external and internal interested parties, along with their specific concerns, shall be diligently maintained. This recorded information will be considered an integral part of the documented knowledge base.
- Ongoing vigilance and consistent monitoring of these issues and interested parties lie within the purview of the Managing Director, Management Representative, and departmental Managers. Their commitment to regular reviews ensures that strategic alignment remains intact and adaptable to evolving conditions.

## 7. ASSOCIATED DOCUMENTS

- External Internal Issue Assessment register (ITQAN/MR/06)