



Competence Context of the Organization

Interested parties	Factors	Factor type	Expectations	Needs
IATA			DG Training, Train-the-trainer	Meet regulations
Competitors			competitive products & services, results of mystery shopping	Market share
	Staff Competency	Internal Factors	Identifying competency needs	Department adhere to the time line to provide the required information
	Employee Needs/ Training	Internal Factors	Enhance the competency level of the employees	Adherence to the nomination attendance ,successful completion of the course
Shareholders' Needs			Competent Employees	to provide required resources
Employees-front Liners			Timely Nomination Timely Attendance	Soft skills & Technical trainings
Department Managers			Identify training needs appraisal on timely Basis	Meet and enhance employees competence level Avail suitable training methods Plan & communicate training on timely basis
Employees			Identify training needs ☐	Meet and enhance employees competence level
Certifying Bodies			Adherence to standards	Ensure minimum standards are met to meet certification (ISO, EHS etc)

SFDA		To be trained on NUPCO/SFDA requirements	Adherence to the nomination attendance ,successful completion of the course
Corporate / Walk-in Customers		Customer Service & Complaint Handling Training	Excellent customer service, Proper complaint handling
GACA		GACA Certification	Meet regulations
TGA (The Transport General Authority)		quality management performance	Meet regulations
SLL (Saudi Labor Law) - Ministry of Labor		identify and control work risks, have emergency and mitigation plans	Follow labor laws and regulations
Business Software and Solution Enterprises		provide Online course/training, availability of support channels	On time renewal of contracts