

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