

Stakeholder's analysis

What is it?

Stakeholder's analysis is used to identify stakeholders and analyze their needs to develop and/or deliver and/or receive a quality product.

Why do we do it?

The purpose of analysing your stakeholders is to collect qualitative information about them, to be able to have a strategic view of various possible stakeholder issues.

Legal/natural persons /authorities	Needs and expectations	Binding requirements	Process /routine
Owner	Sustainable growth and profitability	The Swedish Companies Act	Annual general meeting
Board	Acting in accordance with board decisions	<ul style="list-style-type: none"> The Swedish Companies Act The Latvian Company Law 	Board meetings
Co-worker	<ul style="list-style-type: none"> Working quality Salary development 	<ul style="list-style-type: none"> Employment agreements Work environment according to legislation in both Sweden and Latvia Collective agreements GDPR 	<ul style="list-style-type: none"> Employee and salary negotiations Work routines Thinning of personal data
Client	<ul style="list-style-type: none"> Quality of products and services Client training Right and updated skills 	<ul style="list-style-type: none"> Business agreement Support agreement Data Processing Agreements 	<ul style="list-style-type: none"> Business process Thinning of personal data
Supplier	Business according to agreement	<ul style="list-style-type: none"> Business agreement Data Processing Agreements 	<ul style="list-style-type: none"> Supplier assessment Thinning of personal data
Bank and financial institution	Administrative routines	Agreements	By agreement
Employers' association(Sweden: Almega)	<ul style="list-style-type: none"> Fulfilment of membership requirements Membership fee paid 	Collective agreements according to membership in Almega, IT and Telecom	Advice
Workers' union (Sweden: Unionen)	Follows the collective agreement	<ul style="list-style-type: none"> Collective agreements Protective labour legislation Work legislation 	<ul style="list-style-type: none"> Consulting Negotiation
Certification body	Compliance with ISO 9001, ISO 14001 and ISO 27001	Agreement	Certification audits
Partnership	Agreement compliance	Agreement	Follows partners' routines Responsible contact person keeps us up to date
Competitors	<ul style="list-style-type: none"> Business ethics Act helpful when you have a common client or when changing a client 	-	According to agreement

Society/Authorities	<ul style="list-style-type: none"> • Environmental protection and social responsibility • Taxes according to law 	<ul style="list-style-type: none"> • Social charges and taxes • Other legislation • Companies registration office 	<ul style="list-style-type: none"> • Tax payments • Declarations • Annual reports sent
Individuals and companies interested in accessing or destroying information	Insufficient IT and physical protection	Our policies and action towards our clients	Management system for information security