
	QUALITY MANUAL	Document Code:	2017.QM.CDQ.001
	Annex 4.2 Needs and Expectations of Relevant Interested Parties Business Development Management	Page No.:	1 of 4
		Issue No.:	1
		Revision No.:	0
		Date Prepared:	01 August 2022
		Date of Effectivity:	01 OCT 2022

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.	Clients and proponents of Non-Rail Business activities <ul style="list-style-type: none"> • Long-Term • Short Term 	<ul style="list-style-type: none"> • Approved rates • Available spaces/areas 	<ul style="list-style-type: none"> • Posting of available spaces/area at LRTA official website 	Yes	Failure/late posting of available spaces/areas at LRTA official website	Achievement of targets Increase number of proponents/clients
		<ul style="list-style-type: none"> • Processing of the proposals 	<ul style="list-style-type: none"> • Timely processing of the approved proposals 	Yes	Delayed processing of BDD activities (proposals, contracts, etc.) for approval by the Management	
		<ul style="list-style-type: none"> • Approved Work Clearance 	<ul style="list-style-type: none"> • Timely issuance of Work Clearance 	Yes	No issuance of Work Clearance	
		<ul style="list-style-type: none"> • Signed Contracts / Conforms (with complete attachments/ documents) 	<ul style="list-style-type: none"> • Timely implementation and facilitation of contracts and activities duly approved by the Management 	Yes	Non- approval of Business Concepts or contract Termination/cancellation of contract	

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					Non-compliance to legal requirements	
2.	Board of Directors / Management	<ul style="list-style-type: none"> Monthly Reports for BOD 	<ul style="list-style-type: none"> Increase Non-Rail Revenue Income 	Yes	Unmet targets on Non-rail revenue income	Achievement of targets
		<ul style="list-style-type: none"> Accomplishment Reports for Management 	<ul style="list-style-type: none"> Timely submission of reports 	Yes	Delayed submission of reports	Improvement of processes
		<ul style="list-style-type: none"> Updates in BDD issues and other related concerns 	<ul style="list-style-type: none"> Timely processing of client's proposals Timely implementation of contracts Comprehensive updates on BDD issues and other related concerns 	Yes	Inadequate submitted data	

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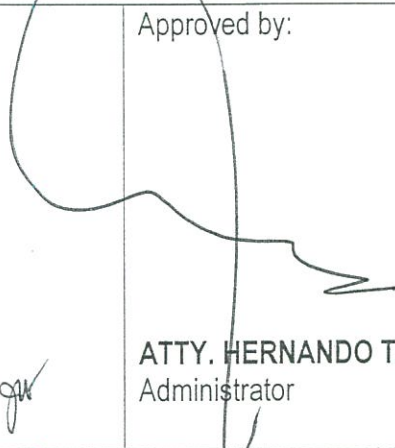
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3.	Internal Offices	<ul style="list-style-type: none"> Contract Requirements Copy of contracts and other relevant documents 	<ul style="list-style-type: none"> Timely Submission of Contract Requirements Compliance on the terms and conditions of the contracts 	Yes	Delayed submission of requirements to the concerned offices	Efficient flow of plans and timely approval and transmittal of documents
		<ul style="list-style-type: none"> Third Party Liability (TPL)/Security Deposit for clients through BDD 	<ul style="list-style-type: none"> Timely Submission of TPL and payment of security deposit by clients 	Yes	Failure to comply with the requirements	
		<ul style="list-style-type: none"> Income Projections/Targets 	<ul style="list-style-type: none"> Coordinated non-rail business activities 	Yes	Failure to coordinate with concerned offices	
		<ul style="list-style-type: none"> Consolidated reports and office plans and programs 	<ul style="list-style-type: none"> Timely Submission of required information / documents 	Yes		
		<ul style="list-style-type: none"> Drawings/Lay-outs/ Methodologies/ Specifications of proposals by proponents 	<ul style="list-style-type: none"> Compliance with the operational, safety, and security requirements 	Yes		

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4.	Similar External Agencies • LRMC • MRT • PNR	• Leased Rates	• Updated leased rates	No	Failure to provide requested by Similar External Agencies	Competitive leases rates among railway lines

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