

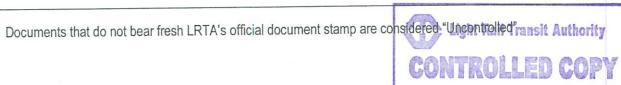
QUALITY MANUAL

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Annex 4.2 Needs	and Expectations of Relevant Interested Parties
	Medical Services Management

Item No.	Interested Party	Needs (N)	Expectations (E)	Is there a legal basis for N/E? [Yes/No]	Risks (R)	Opportunities (O)
1.	a. Riding Public & Safety and	Immediate medical care and attention during medical emergencies	Quick response and resolution of medical issues and emergencies	Yes	 Passenger complaints Delay of services and response may lead to deterioration of medical condition 	Better and improved performance
	b. Riding Public and Public Relations Division	Evaluation of passenger medical reimbursement claims	Expeditious evaluation and assessment of passenger medical reimbursement claims	Yes	 Adverse financial claims Passenger complaints and potential lawsuit 	Better quality of service
2.	LRTA Employees	Immediate medical care and attention during medical emergencies	Quick response and resolution of medical issues and emergencies	Yes	 Employee complaints and dissatisfaction Delay of services may lead to deterioration of medical condition 	Better and improved performance







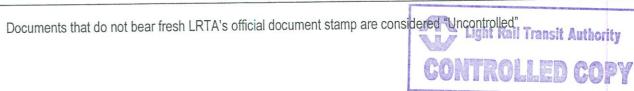
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3.	Human Resource Management Division	Medical screening of applicants and health evaluation of returning to work employees	 Better assessment in hiring illness free applicants Better assessment in recommending employees for fitness to return to work 	Yes	 Hiring applicants with deteriorating health and potentially infectious to others Recommending employees fir fitness but with deteriorating health 	Better and improved performance
4.	Employees; Internal Offices; Random Passengers COVID Free Work Environment; Safe and COVID Free Train Ride Experience	Secured work environment; free from COVID19 infected individuals	Yes	Failure to screen out COVID infected individuals will increase infection rate among employees & riding Better and improved performance	Better and improved performance	
		САРОПОПОО	COVID Free Train Ride Experience	No	public	







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