

ISO 56002 – Innovation Management – Clause 4

Clause 4.1 - Context

Clause 4.2 - Interested Parties



Simplify ISO 

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**'Context' is
made up of
4 clauses**

**Clause 4.1 – Internal
and External Conditions**

**Clause 4.2 – Interested
Parties & Requirements**

Clause 4.3 – Scope

Clause 4.4 – The System

The Standard is
built on the
Harmonized
Structure

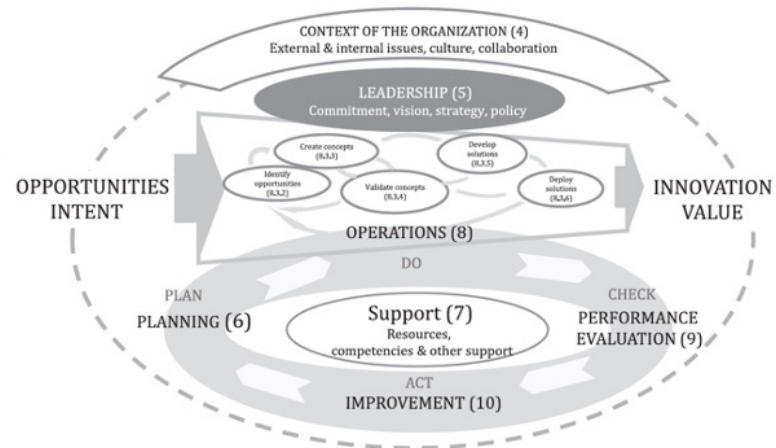
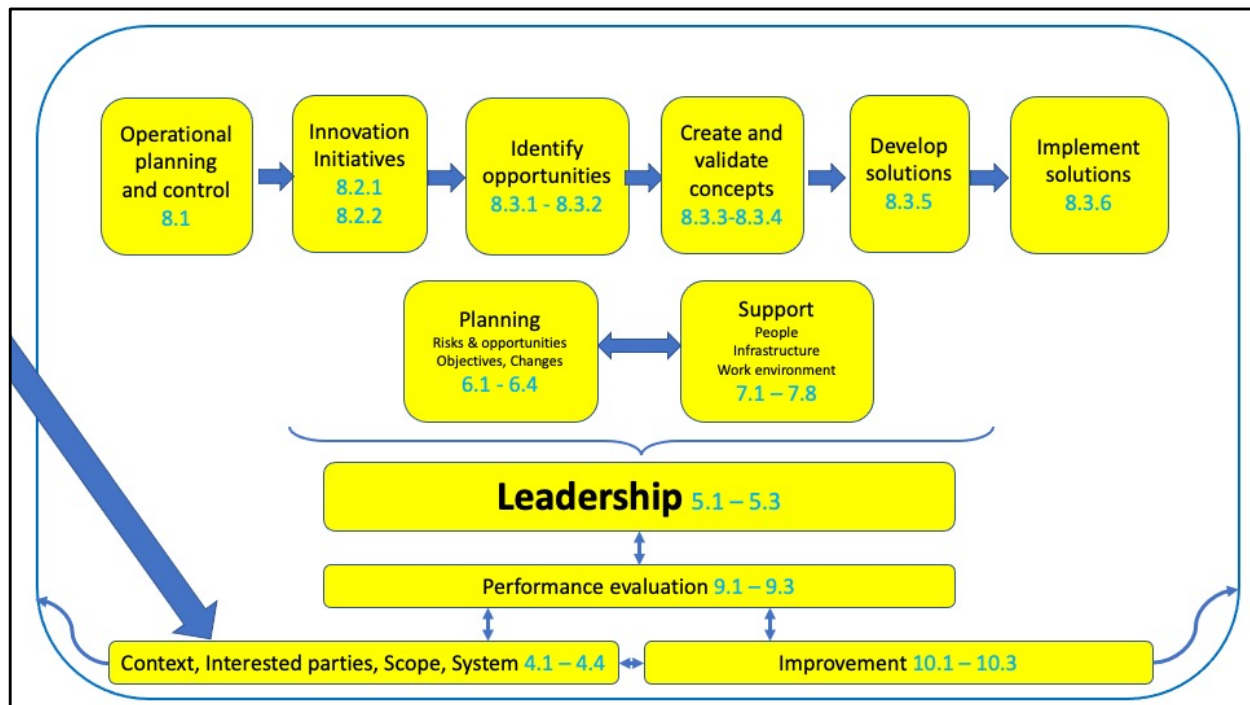


Figure 1 — Representation of the framework of the innovation management system with references to the clauses of this document

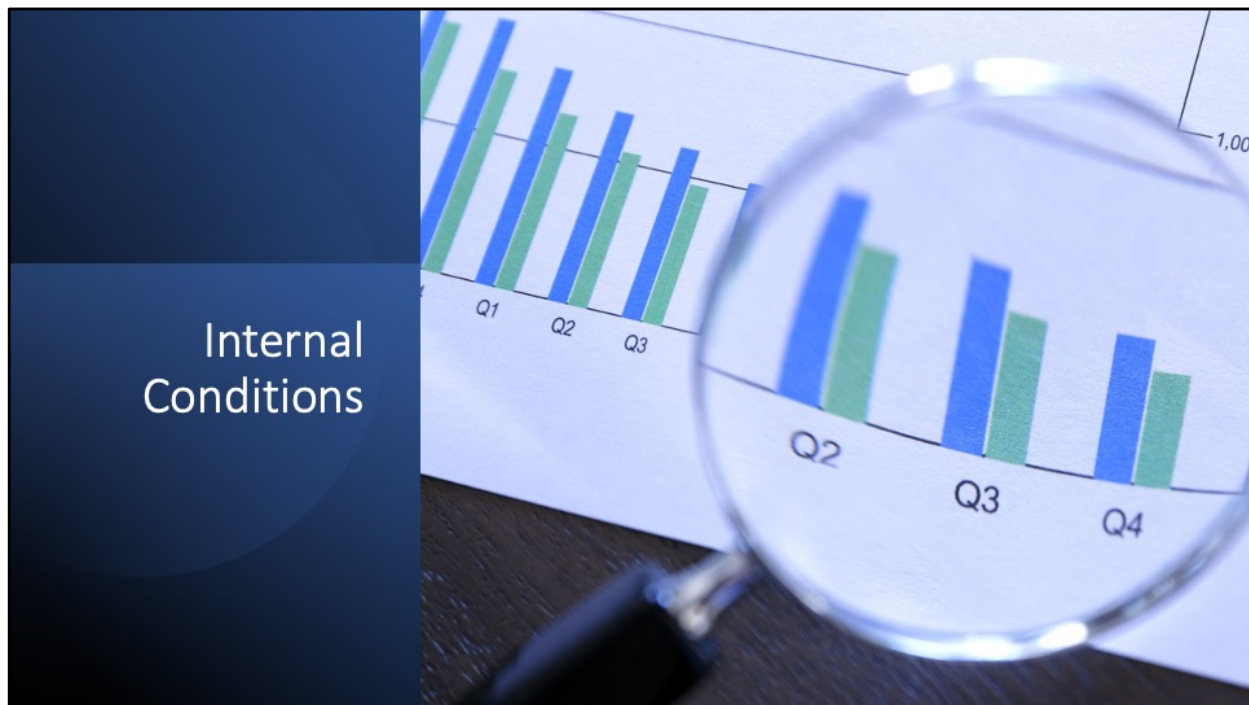




4.1.2 External issues

The organization should regularly scan and analyse the external context, considering issues related to the:

- a) different areas covering economic, market, social, cultural, scientific, technological, legal, political, geo-political and environmental aspects;
- b) geographic scope, whether international, national, regional, or local;
- c) past experience, present situation, and potential future scenarios;
- d) speed of, and resistance to, change;
- e) likelihood and potential impact of trends;
- f) potential opportunities and threats, also those that might result from disruptions;
- g) interested parties.



4.1.3 Internal issues

The organization should regularly analyse its internal context, including capabilities and assets, considering issues related to:

- a) its vision, ambition-level, strategic direction, and core competencies;
- b) existing management practices, organizational structures and use of other management systems;
- c) overall performance of the organization and its innovation performance, e.g. achievements and failures over the recent past and compared with other relevant organizations;
- d) operational aspects, e.g. processes, budgeting, controlling, and collaboration;
- e) potential and maturity (position on the life cycle) of current offerings and value realization models;
- f) the uniqueness of its people, knowledge, skills, technologies, intellectual property, ecosystems, branding, partnerships, infrastructure, etc.;
- g) adaptability of strategies, processes, resource allocation, etc.;
- h) cultural aspects such as values, attitudes, and commitment at all levels of the organization;
- i) the innovation competencies of its people over time.

Interested parties play an important role during innovation

4.2 Understanding the needs and expectations of interested parties

External interested parties can be users, customers, citizens, local community, special interest groups, partners, external providers, consultants, unions, competitors, owners, shareholders, funding organizations, regulators, public authorities, standards bodies, industry, and trade associations.

Internal interested parties can be employees at all levels and other persons working on behalf of the organization.

4.2.1 The organization should determine, monitor and review:

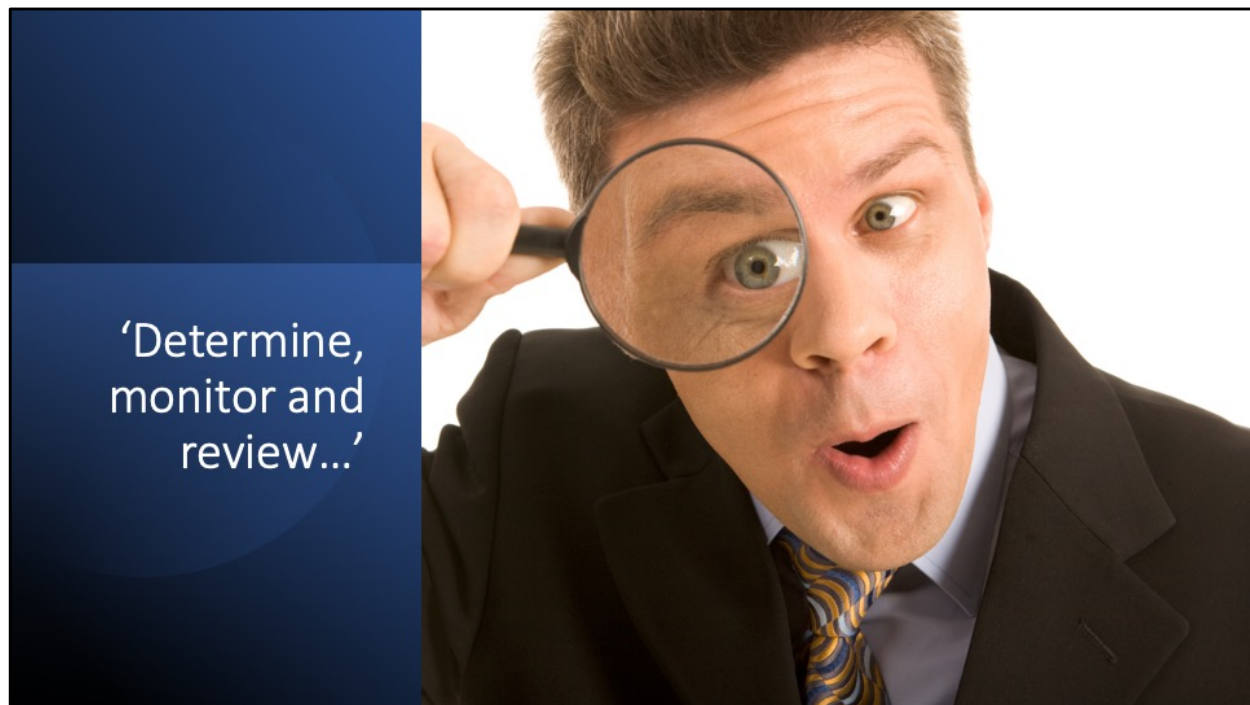
- a) the interested parties, internal or external, current or potential, that are relevant to the innovation management system and the areas of opportunity;
- b) the relevant needs, expectations, and applicable requirements of these interested parties;
- c) how and when to interact or engage with relevant interested parties.

4.2.2 The needs and expectations of interested parties can be related to:

- a) current or future needs and expectations;
- b) stated or unstated needs and expectations;
- c) value realization, both financial and non-financial;
- d) different degrees of novelty and change, from incremental to radical;
- e) existing markets or the creation of new markets;

- f) any product, service, process, model, method, etc.;
- g) offerings within, adjacent to, or more distant from, the current scope of the organization;
- h) the enhancement or replacement of current offerings;
- i) the organization itself or to its value chain, network, or ecosystem;
- j) statutory and regulatory requirements and compliance commitments.

4.3 Determining the scope of the innovation management system



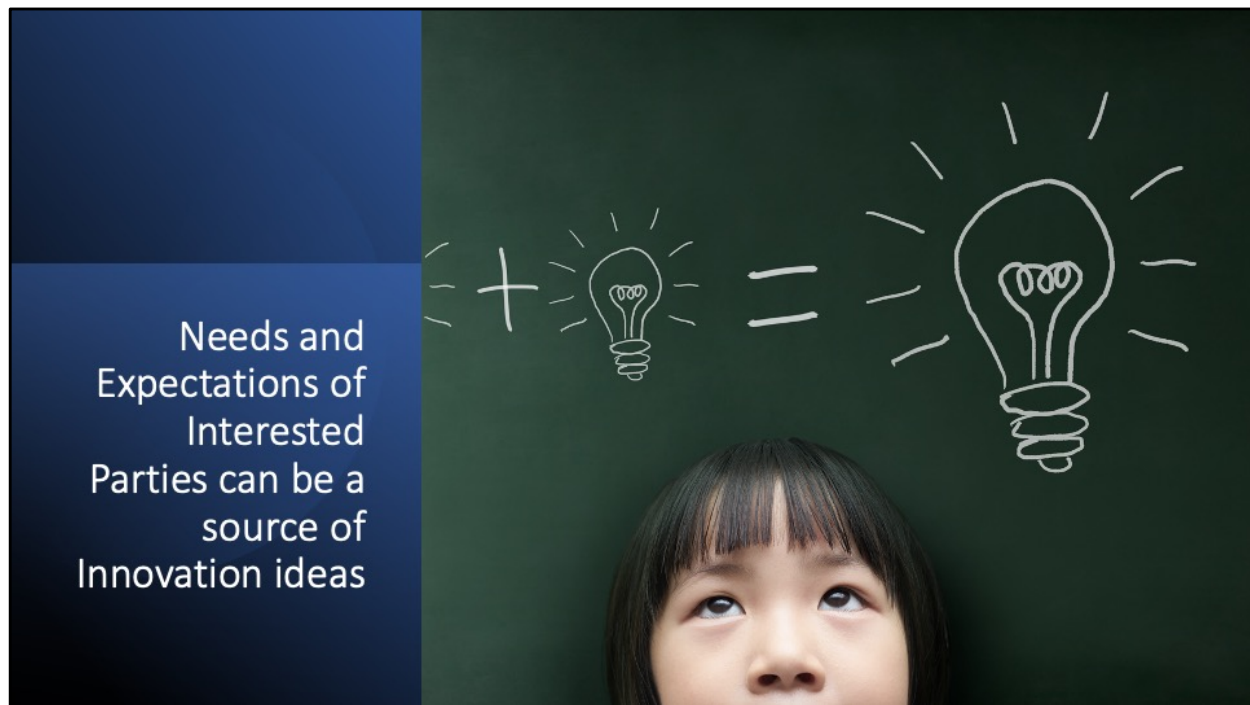
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Employees need
to be the focus
of consultation
during
Innovation





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Become aware of your 'Interested Parties' and their requirements

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Three takeaways from 'Context and Interested Parties'

1. Every organization exists in a 'context'
2. There are internal and external conditions that make up their context
3. Interested parties are unique to each organization and they have expectations

Let's get started!

You'll need your copy
of ISO 56002 to answer
the quiz questions
after each Lesson

