

## Appendix 4: Stakeholders-Process matrix (in English)

Stakeholders' groups	Business Management Processes (At two levels)	Managing			Analysis of Customers' Requirements			Design		Production			Delivery			Logistics			Maintenance		Human Resources Management		
		Measurement and Monitoring of Stakeholders' Satisfaction	Strategic Planning	Quality and Financial Audits	Marketing	Receive & Review of Customer Requirements	Customer's Orders Handling	Receive & Review of Customer Requirements	Verification & Validation	Quality control	Production planning	Manufacturing	Prepare for installing	Installing	Post-Delivery	Purchase	Transport	Suppliers' Evaluation and Control	Managing of Tools	Managing of Facilities	Assure Health and Safety Provide services to employees	Recruiting	Training
Customers	End users (Who live in apartments)	10	1	1	10	10			10	10		10	10	10	10								
	End users of products such as traffic blocks and bridges	10	1	1	10	10			10	10		10	10	10	10								
	Taskmasters	10	1	1	10	10	10	10	10	10	10	10	10	10	10		10						
Employees and related organizations	Employees Basij	10	10																		10	10	10
	Factory doctor and hygiene office	10	10	1							10										10	10	10
	Regional cooperative organization	10																			10		
	Workers' house (NGO)	10	10	1																	10	10	
	Emkan cooperative	10																			10		
	White collar employees	10	10	10																	10	10	10
	Blue collar employees	10	10	10																	10	10	10
	Employees consumer cooperative	10														10					10		
	Leisure complex in Sary	10																			10		
	Iran Technical & Vocational Training Organization	10	0																		10	10	0
	Regional hygiene authority	10		10																	10	10	10
	Regional office of labour and social affairs	10	0	1																	10	10	10
Share holders, investors and supervisors	Municipality offices (Local and city hall)	10	10	10	0	10	10	10	10	10		10	10	10	10					10			
	Investors	10	10	10	10							10								10			
	Industries ministry	10	10	10	1							10	10	10			1						
	Shareholders	10	10	0																			
	Budget and planning authority	10	10	10																			
	Ministry of house and urban development	10	10	10		1		1	10	10		10		10	10					1			
	Iran Audit Organization	10		10																			
	Regional department of environment	10	10	10							1		1	1	1	1	1	1	1				
	National land and house organizations	10	10	10																			
	General, regional and district office of the governor	10	10	10																		10	
	Independents Bodies e.g. Certification bodies	10	10																				
	President deputy strategic planning and control	10	10																				
Suppliers and supporting stakeholders	Regional electric company	10	0																	10	10		
	Regional water authority	10	0																	10			
	Regional gas company	10	0																	10	10		
	Regional fire fighting and emergency services	10	10															10	10	10			
	National Iranian oil product distribution company	10	0																	10	10		
	Regional telecommunication company	10	0																	10			
	Transportation companies	10	0													0	0						
	External suppliers	10	0							0	0	0	0	0	0	0	10	0					
	Internal suppliers	10	0							0	0	0	0	0	0	0	10	0	10	10	10	10	
	Consultants	10	0																				
	Maintenance companies which maintain apartments	10	0						0	0	0	0	0	0	0								
	Emergency services which interacts with apartments	10	0						0	0	0	0	0	0	0								
Neighbours and other involve	Regional tax office	10	0	10					0	0	0	0	0	0								0	
	Scientific societies incl. of Concrete society	10	0						0	0	0	0	0	0								0	
	Visitors and summer students	10	10																		10		
	Transportation and terminals organization	10	0													10							
	Projects' neighbours	10	0										10	10	10								
	Company neighbours	10	0								0								0				
	Regional organization for donation and charity affairs	10						10						10	10	10							
	Astane e Qods e Razavi	10						10						10	10	10							
	Industrial Managers Association	10																				0	
	Local police station incl. of local traffic police	10												10	10		10				10		
	Khorasan science and technology park	10	0						0	0	0	0	0	0	0							0	
	City police authority	10															10				10		
	Test and validation laboratories	10	0						0	0	0	0	0	0	0							0	
	Ministry of road and transportation	10	0							10		10	10	10	10								
	Regional social security organization	10	10																		10	10	
	Media	10	0																				
	Roads Police authority	10												10	10	10	10						
	Universities and all research partners	10	0						0	0	0	0	0	0	0							0	
	Banks	10	10	10																			
	Insurance Companies	10	10	10																			
Silent stakeholders	Surrounding environment, land, climate	10	0							0	0	0	0	0	0	0	0	0	0				
	Future generations who interact with houses and facilities	10	0							0	0	0	0	0	0				0	0		0	
	Religious culture and related aspects	10	0								0	0	0	0	0							0	
	Atheistic aspects of the city and environment	10	0								0	0	0	0	0							0	
	Society in a general term	10	10													0			0	0	0	0	
Local finance	10	10													0			0	0	0	0		