



Stakeholder Checklist

A stakeholder is a role of an individual or an organization having a right, share, claim, or interest in a system or in its possession of characteristics that meet their needs and expectations. [ISO]

Based on the stakeholder definitions of ISO specification 29148, the SE Group Zurich has compiled the following checklist as a resource for identifying [Stakeholders](#).

Stakeholder	Definition
Accreditor ^{ISO}	A Stakeholder that certifies that the system/product and/or its producer is working according to accredited/relevant standards requested by the Regulatory Body .
Acquirer ^{ISO}	A Stakeholder that commercially acquires or procures a product or service from a Supplier . [~ISO]
Buying Center	A Stakeholder that can influence the buying decision within an acquiring organisation.
Customer ^{ISO}	A Stakeholder that receives a product or service. [~ISO]
Developer ^{ISO}	A Stakeholder that performs development tasks (including requirements analysis, design, testing through acceptance) during a life cycle process. [~ISO]
Disposer ^{ISO} , Recycler	A Stakeholder that is interested in recycling the product or parts of it, or is responsible for disposing the product at the end of its lifecycle.
Distributor	A Stakeholder that takes over the entire distribution of the products or services of the respective manufacturer. This includes the support of existing Customers , the acquisition of new Customers , and the associated advertising and promotion.
Evaluator	A Stakeholder that is tasked with evaluating different potential solutions and proposing the best-fitting one within a Buying Center .
Integrator	A Stakeholder that integrates the system/product into the environment of the Customer .
Maintainer ^{ISO}	A Stakeholder that is charged with the maintenance of the system during its operational phase.
Marketing	A stakeholder that has the task of developing a marketing strategy for a product or service and driving its implementation. Accordingly, he/she helps to increase the awareness of a company or a brand and to increase sales.
Operator ^{ISO}	A Stakeholder that works with the system so that its users receive its benefits.
Producer ^{ISO}	A Stakeholder that produces or assembles the system; they can be internal (the production team) or external (outsourcing of final assembly) to the responsible organisation.
Product Manager	A Stakeholder that is responsible for the planning, support and strategic orientation of individual products or services.
Regulatory Body ^{ISO}	A Stakeholder that supervises, monitors and controls an industry or business activity.
Safety Officer	A Stakeholder that is tasked with the protection and well-being of people using the product or working with it over its lifecycle
Sales	A stakeholder that is primarily focusing on offering goods, products and services to end customers or middlemen and selling them to them.
Security Officer	A Stakeholder that is tasked with the prevention of damage to property.
Sponsor	A Stakeholder that funds the development or procurement of a system.
Supplier ^{ISO}	A Stakeholder that enters into an agreement with the Acquirer for the supply of a product or service. [~ISO]
Technical Sales	A Stakeholder that discusses potential technical solutions for a bespoke system with the (technical team of the) customer during the pre-acquisition phase.
Technical Supporter ^{ISO}	A Stakeholder that provides assistance in the occurrence of problems or questions about the application.
Tester	A Stakeholder responsible for ensuring that a technical device or process works as specified and within the intended environment.
Trainer ^{ISO}	A Stakeholder that educates Users , Supporters and Maintainers with respect to the properties of a system as well as its utilization and maintenance.
User ^{ISO}	A Stakeholder that benefits from a system during its utilization. [~ISO]

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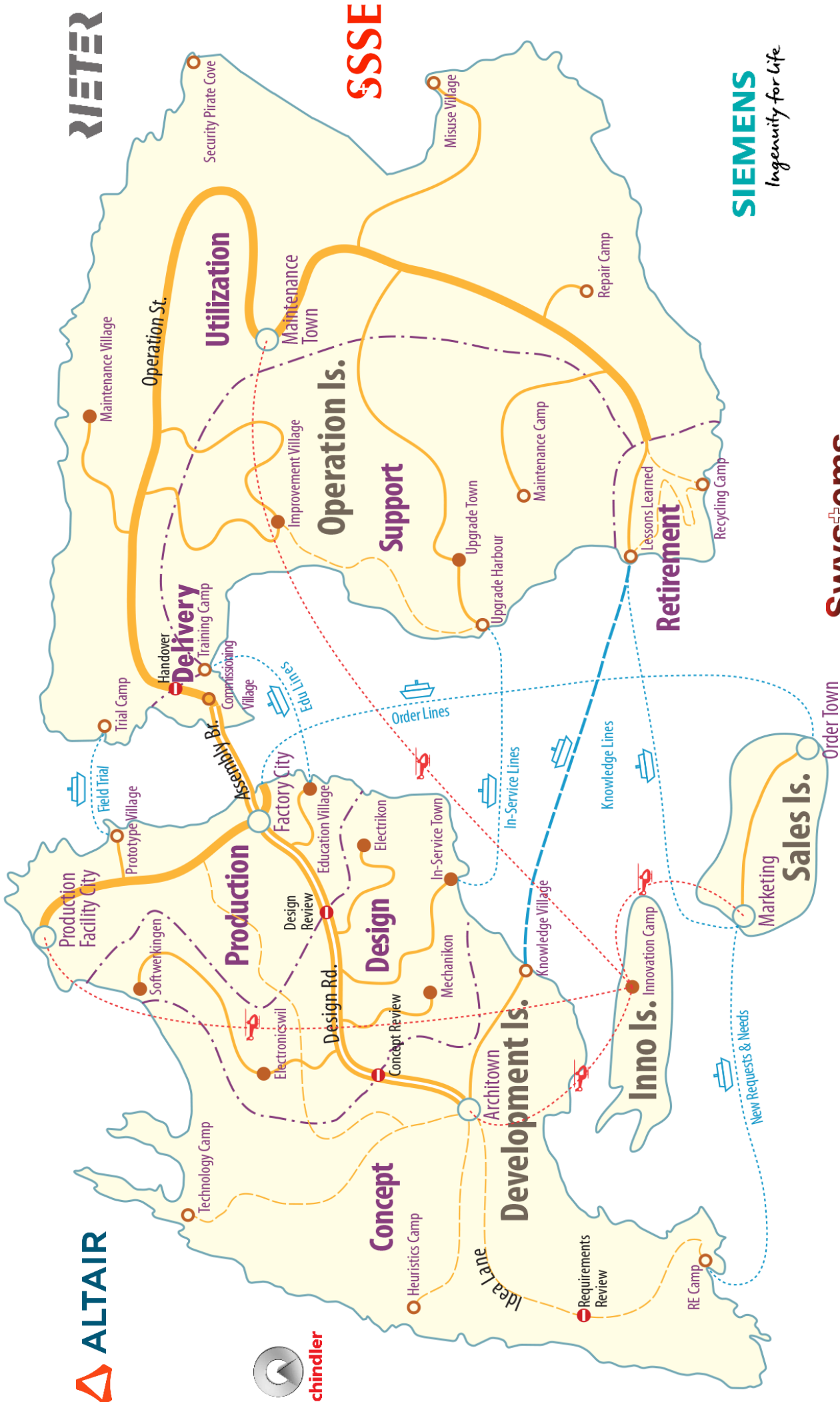
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