1. Processes, Goals and KPI´s (Board)

All defined according our Integrated Management Sysrtem Structure,

2. Information Collect (Board)

Reunite all the information resulted from the follo up of the IMS.

3. Information Analysis (Board/Team Leaders)

All the information is analysed in order with the stabilish frequency in order to evaluate the presence of deviations.

4. Deviations? (Board/Team Leaders)

It´s considered a deviation any result higher or lower (depending of situation) the defined goals.

If there are deviations, corretive actions must be defined and implemented and follow up until deviations correction.

5. Trend? (Team Leaders)

It´s identified the existance of negative trend, when there´s no variation on results vs goals.

if there´s a trend identified, preventive actions must be stabilish and implemented and follow up until the trend is corrected.

If there´s no trend identified, we should evaluate the possibility of improvement.

| **Creation Date:** 20/09/2024 | **Revision Date:** 20/09/2024 | **Macro Process:** 02 - Integrated Management System **Process**: 02 2 - Process Management **Procedure**: P 02 2 20 - Follow Up & Monitoring | **Creator:** C.Santos | **Approver:** M.Sousa |

T 02 1 10 01, 08/2024