



1. System Management inputs (All Areas)

All identified needs inputs from external that require a definition of a process.

2. Outputs Definition (All Areas)

The final product or expected result after the process operation. All the outputs defined according with each process. At least one output for process.

3. Process Owner Definition (All Areas)

Process: A group of activities that interacts among them, transforming inputs into outputs. For each activitie a Process owner is identified, as the one responsible to complete that one.

4. Inputs Definition? (All Areas)

Circumstance or event that trigger a process. All inputs must be identified to define a process.

5. Metrics Definition (All Areas)

All the metrics defined to control and manage the each system process.

6. Monitoring Means (All Areas)

A Definition of all means to allow monitoring the relevant data from all system processes.

7. Process Steps Definition & Resposnabilities (All Areas)

All the process steps are defined as a flowchart in a way to stabilish interactions between activities and define responsabilities.

8. Needed Resources (All Areas)

All resources needed are evaluated to implement, mantain and improve the process. The resources can be work-force, infrastructure, information, equipments, financial resources, etc.

If the resources are available internally, we proceed to the process implementation.

If the resources are not available, we should evaluate their aquisition for further process implementation or reviewing the process.

9. Internal Systems Audits (IMS Responsible) The Process implementation is evaluated according the Process (P 02 3 10 - Audits Management).

10. Management Review (Top Management)

All the performed audits are evaluated according the Management Review Process (P 01 2 20 - Management Review).