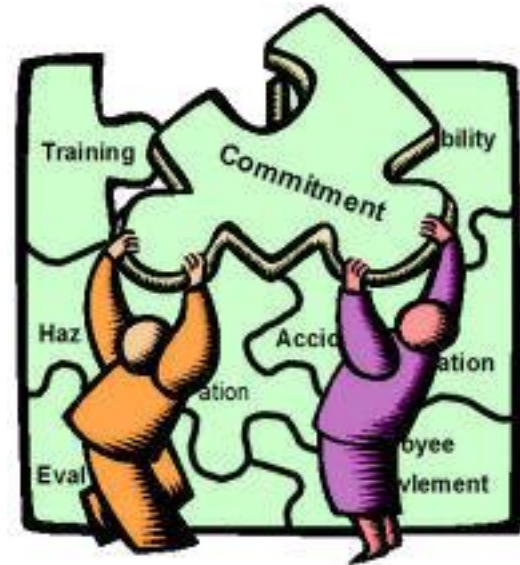


# Corporate Responsibility Management of the Company

Mariana Ugarte  
Germaine Marié

# 1. Management commitment

- Overseeing the creation of the QMS
- Communicating the importance of meeting requirements
- Establishing the quality policy and the quality objectives
- Communicating with the parties responsible for product and service quality
- Providing adequate resources for the QMS operation and review it



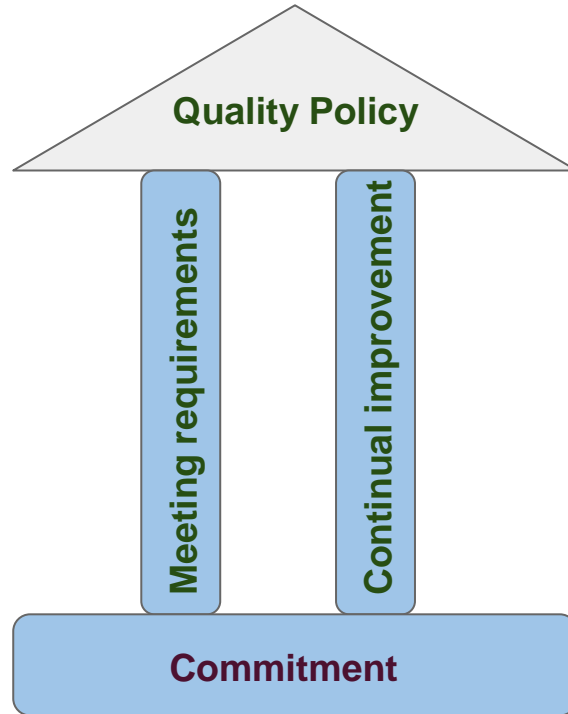
## 2. Customer Focus



- Focus on the customer's needs
- Effective relations and better service program

*Success*

# 3. Quality Policy



# 4. Planning

Quality objectives **SMART**



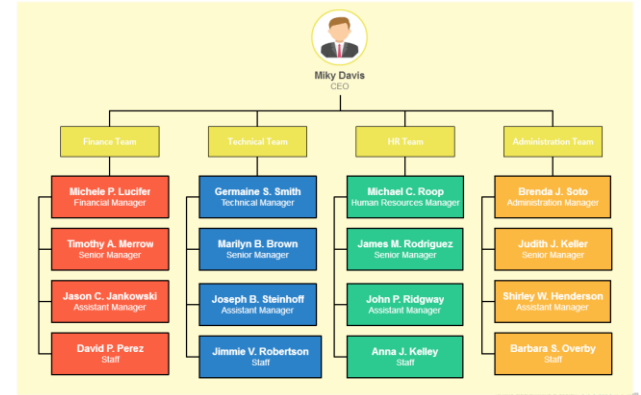
- Specific
- Measurable
- Attainable
- Relevant
- Time framed

# 5. Responsibility, Authority and Communication

## Responsibility and Authority :

- Organizational charts
- Job description

Job Description	
Office Assistant	
<b>DEFINITION</b>	To perform a wide variety of routine clerical work in support of the assigned department; to provide word processing and data entry support and to provide information and assistance to the public regarding departmental policies and procedures.
<b>CHARACTERISTICS</b>	This is the individual role in the Office Assistant team. This role is distinguished from the Office Assistant I by the performance of the most routine tasks and duties assigned to position within the area including duties performed according to established procedures with changes in operations or responses to public inquiries in place, as they arise. Since this role can be used as a training role, employees may only be hired on no steady related work experience.
<b>SUPERVISION</b>	Receive immediate supervision from higher level supervisors and management staff.
<b>OTHER FUNCTIONS ASSIGNED</b>	Essential and other important responsibilities and duties may include but are not limited to the following: <ol style="list-style-type: none"><li>1. Act as a representative within the workplace and act on the general public, providing information on departmental and city policies and procedures as required.</li><li>2. Provide information and forms to the public as needed; apply departmental policies and procedures in determining responsibilities of personnel, forms, needs and needs.</li><li>3. Fax and prepare a variety of documents including general correspondence, reports and memoranda from rough draft and recordings.</li><li>4. Perform a wide variety of general clerical work including the maintenance of logs and records, verifying accuracy of information, and recording information.</li><li>5. Operate a variety of office equipment including copiers, postage meters, and facsimile machines; input and update data and text.</li></ol>
<b>OTHER FUNCTIONS EXAMPLES</b>	<ol style="list-style-type: none"><li>1. Order, receive and organize office materials and supplies.</li><li>2. Receive, sort and distribute incoming and outgoing correspondence.</li><li>3. Perform related duties and responsibilities as required.</li></ol>



# 5. Responsibility, Authority and Communication, continued

## Management Representative:

- Ensuring that processes needed for the QMS are established, implemented, and maintained,
- Reporting on the performance of the QMS and any improvements needed,
- Promoting awareness of customer requirements throughout the organization

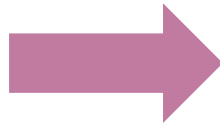


## Internal Communication:

- Intranet
- Memos
- Phones
- E-mails
- ...

# 6. Management review

- Top management meetings
- Ensure the fulfillment of goals



- Improve results and quality
- Give feedback
- Status of operations
- Recommendations and changes



Management Meetings  $\neq$

Management Reviews



# Summary



**Thank you!**

**Any questions?**