

PROCESS	PRIMARY	SUPPORT	CONTROL
Business Strategic Goals definition			X
Internal Audits			X
Quality System Management Revision			X
Quality System Management			X
Customer Loyalty	X		
Sales	X		
Marketing	X		
Customer Satisfaction	X		
Internal Communications		X	
Planning	X		
Design	X		
Sampling	X		
Research and Development	X		
Supplying	X		
Vendors Selection		X	
Vendors Valuation		X	
Vendors Management		X	
Receiving and Stocking products	X		
Withdraw material	X		
Packing and Shipping	X		
Production	X		
Production Planning	X		
Production Control (Enviromental check, Machinery check, Materials chck etc)		X	
Products identification and tracking	X		
Processes validation			X
Non-compliance management		X	
Preventive and Corrective actions			X
Monitor and Measure the results			X
Manutenzione e controllo infrastrutture		X	
Inventory	X		
Post sales services	X		
Human Resources Management		X	
Training Management		X	
Financial Resources Management		X	
IT Management		X	
Continuous Improvement			X