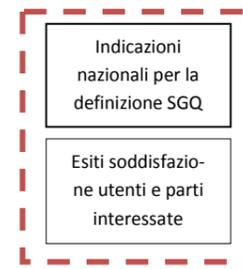


1 - S.G.Q.

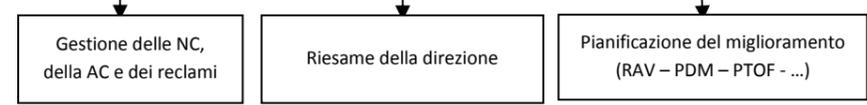
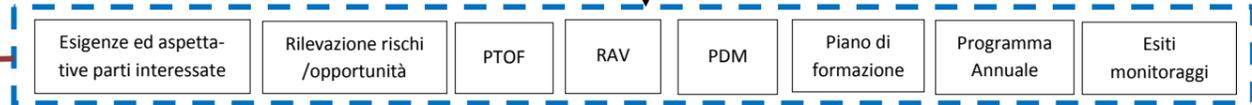


PROCESSI GESTIONALI

2 - CONTESTO – RISCHI – OPPORTUNITA'

3 - LEADERSHIP E PIANIFICAZIONE

10 - MIGLIORAMENTO

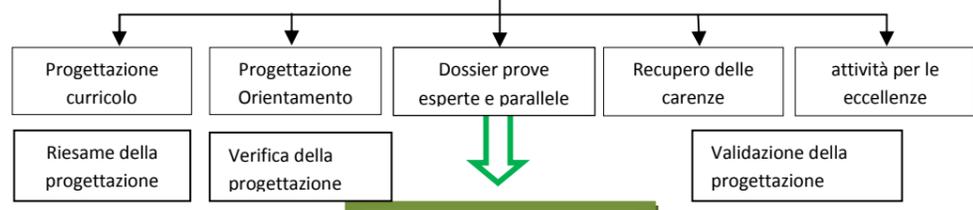


PROCESSI PRIMARI

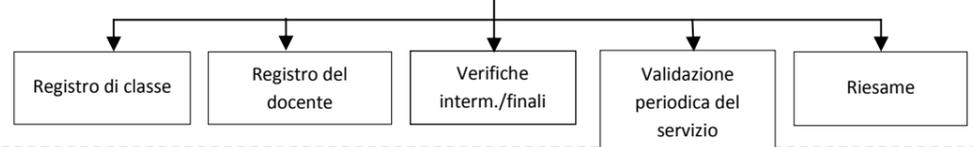
5 - REQUISITI DEL SERVIZIO



6 - PROGETTAZIONE DEL SERVIZIO



8 - EROGAZIONE DEL SERVIZIO



UTENZA – PARTI INTERESSATE

PROCESSI di SUPPORTO

4 - SUPPORTO



7 - APPROVVIGIONAMENTO



9 - VALUTAZIONE DELLE PRESTAZIONI

