

Process Management

The **Process Management** area of Salles, Sainz – Grant Thornton, SC, provides advisory to help you implement your integral quality system, which will add value and improve your business operations.

Now a days, a way to implement a system that may help to strengthen the internal control within an organization, is undoubtedly the scheme raised by ISO 9000 through its philosophy of improvement cycle (plan, do, check and act) , cycle in which the processes can be implemented in an orderly manner, ensuring that results are satisfactory to the final customer.

Such systems are certified and recognized worldwide as a standard of quality of the processes to manufacture products and / or services that every organization offers.

Part of the competitiveness and leadership that characterizes Salles Sainz Grant Thornton is that we count with a multidisciplinary team of professionals focused on the consultancy of ISO 9000, which have expertise in the following topics:

- advisory for the Implementation of Quality Management Systems:
 - documentation
 - review
 - validation
 - approval
 - transition from ISO 9000:2000 to ISO 9000: 2008
- audits to the performance of the Quality Management System:

- interviews
- visits to areas or organizational units
- field inspection
- documentary gap analysis to update the
- System Quality Management based on ISO 9001:2008
- follow-up audits– of corrective, preventive and improvement actions
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In addition, to maintain the Quality Management System, we have designed a portfolio of courses, which we adapt and impart to the needs of each client:

- process reengineering
- social responsibility
- training of Internal Auditors
- risk-based audits
- interpretation of the ISO 9000 series
- interpretation of the ISO 14000 series
- interpretation of the ISO 27000 series
- identification and documentation processes
- documentation of the Quality Management System
- corrective and preventive actions workshop
- customer service
- measurement of processes (indicators)

For further information on
Process Management services
you may contact

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