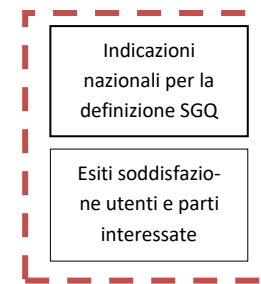


**1 - S.G.Q.**

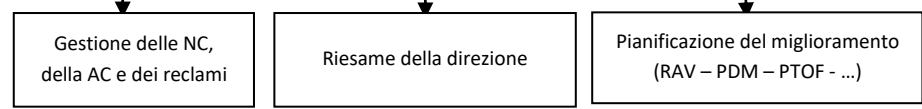
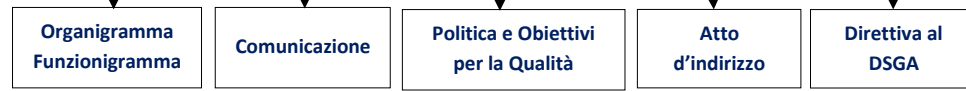
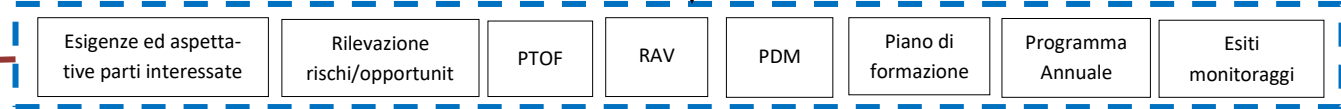


**PROCESSI GESTIONALI**

**2 - CONTESTO – RISCHI – OPPORTUNITA'**

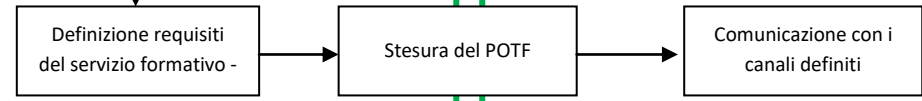
**3 - LEADERSHIP E PIANIFICAZIONE**

**10 - MIGLIORAMENTO**

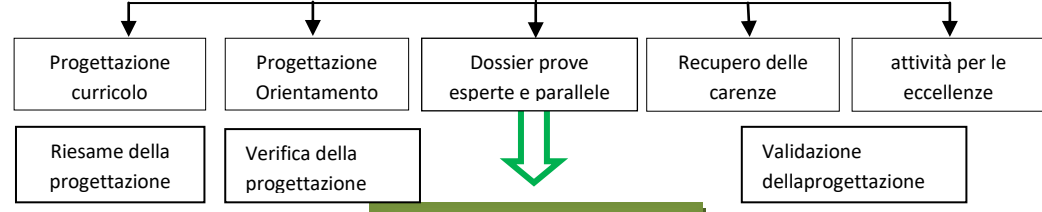


**PROCESSI PRIMARI**

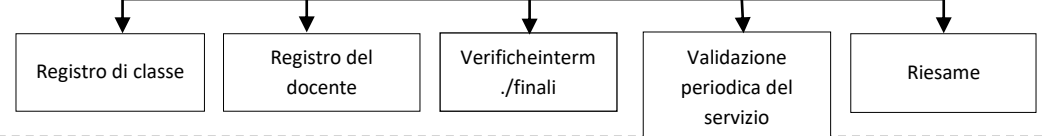
**5 - REQUISITI DEL SERVIZIO**



**6 - PROGETTAZIONE DEL SERVIZIO**



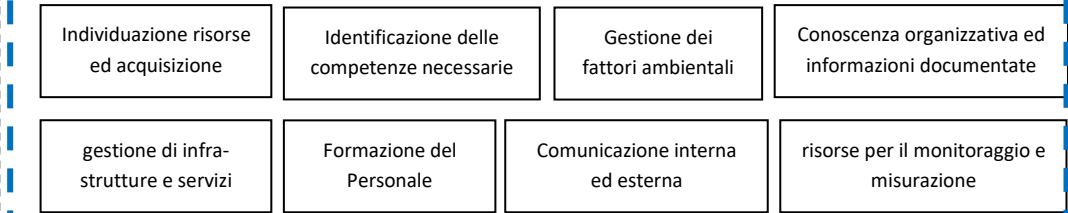
**8 - EROGAZIONE DEL SERVIZIO**



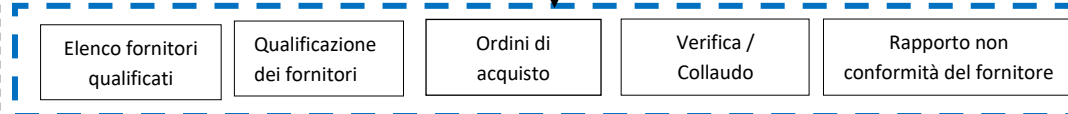
**UTENZA – PARTI INTERESSATE**

**PROCESSI di SUPPORTO**

**4 - SUPPORTO**



**7 - APPROVVIGIONAMENTO**



**9 - VALUTAZIONE DELLE PRESTAZIONI**

