

## Vice Presidency for Operations

### Scope of the Quality Management System

The scope of the Quality Management System (QMS) of the Vice Presidency for Operations (OP) is the vessel transit service. This includes all divisions and offices under the vice presidency, regardless of their geographic location.

OP is made up of the Locks Division (OPE), the Protection and Emergency Response Division (OPP), the Transit Resources Division (OPR), the Transit Operations Division (OPT), the Market Analysis and Customer Relations Section (OPXM), the Board of Inspectors (OP-I), and the Resource and Project Administration Unit (OP-A).

OP manages the work environment in order for it to positively influence staff performance and to achieve compliance with the services provided. To this end, OP follows the guidelines dictated by the Vice Presidency for Human Capital, in reference to the regulations on safety, health and industrial hygiene.

The requirements applicable to the OP QMS are specified and developed in the OP QMS Manual. The process map (in Spanish) is presented below.

