



**ARCACONTINENTAL**

***Diagram of Processes***



CUSTOMER REQUIREMENTS AND SPECIFICATIONS

PRODUCT AND SERVICE

### Management Responsibility

- Policies / Quality Plan / Review / Resource Management

### Quality Assurance

#### Customer and Consumer Service

Complaints
Information

#### Quality Management

Control of Documents	Control of Records
Auditing	Continuous Improvement
Corrective Action	Incident Management
Industrial Safety	Food Defense

### Value Chain Processes

#### Production

- Bottling
- Preparation of Syrups
- Water Treatment

#### Logistics

- Storage of Materials
- Finished Product Warehouse Terminado
- Refrigeration
- Fleet Management

#### Sales

- Customer Service
- Commercialization
- Distribution
- Marketing

### Support Processes

#### Monitoring and Control

- Reception of supplies
- Product Control
- Microbiology
- Product Traceability

#### Maintenance

- Facilities
- Industrial Machinery
- Cleaning and Sanitation
- Calibration

#### Protection of the Environment

- Water
- Energy
- Wastes/Residues
- Environmental Resources

#### Supplies

- Purchasing
- Control of Suppliers

#### Human Capital

- Recruitment
- Training
- Teamwork
- Occupational Health
- Protection of Assets

#### Administration

- Payroll
- Comptroller