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1 PRESENTATION:

1.1 Process Map

The Process Map sets out the structure of the macro-processes and processes that make up the System. The system's current macro-processes are as follows:

- SOFTWARE DEVELOPMENT MACRO-PROCESS
- PROCUREMENT AND SUPPLIES MACRO-PROCESS
- CUSTOMER SERVICE MACRO-PROCESS
- ENVIRONMENT MACRO-PROCESS
- SECURITY MACRO-PROCESS
- INFORMATION SYSTEM OPERATING MACRO-PROCESS
- QUALITY MACRO-PROCESS
- STRATEGIC PLANNING MACRO-PROCESS
- SUPPORT MACRO-PROCESS
One of the fundamental cornerstones of the Lantik Strategic Plan is the implementing of the Quality Plan with the following objective:


As part of the first objective set, it was decided to prioritise design, development and implementation of an Integrated Quality Management of the Software Development Macro-process, mainly due to the high impact of that Macro-process on the customer, to, subsequently, continue expanding the scope of the Quality Management System to the other Macro-processes: Procurement, Supply and Installation of computer equipment for Bizkaia Provincial Council-DFB, and later to Customer Service.

The Integrated Quality Management System is formally reviewed by the Quality Committee/Management at least annually. The objectives are specific, achievable, measurable and are quantified. The Quality Objectives are coherent with the Quality Policy and with the commitment to Continuous Improvement.

Based on the Review, the Quality Policy is updated, as applicable, the Quality Targets for the following period are established, indicating the people in charge, the Resource Needs are detected and actions are defined to improve the efficiency of the System, as well as to improve the Products and Services provided by Lantik.

The Lantik Integrated Quality Management System defines improvement actions to enhance the performance of the system and indicators per process have been defined that allow their efficiency and effectiveness to be measured. Computer tools are available for the actions and indicators that streamline their recording and management.

Lantik is committed to environmental protection and has therefore put an ISO 14.001 environmental management system in place. The environmental policy is defined in the "Integrated Quality Management System Manual", more specifically in Chapter 9 - The Environment. The users must abide by and comply with the regulations established to that end, particularly as regards the "Environmental Good Practices Policy".
Lantik is committed to Information Society and has had an Information Security Management System (ISMS) in place and certified ISO 27001 since 2007. The sphere of the ISMS is as follows:

Information Security Management of the Information Systems (processes, data and technology) or the corporate network managed by Lantik, which involves external and own staff. The Information Systems are distributed between the Lantik headquarters and the backup data process centre, and include the set of measures aimed at managing the risks affecting the information and the assets where it is stored.

An ISO 27000 Security Committee has been set up to manage the ISMS. It meets regularly to ensure correct risk management in the organisation and its main duties are to review the Risks Analysis and to propose the ensuing Risk Treatment Plan, along with managing major security incidents.

The scope of the ISO 20000 certification to manage the Information System Operating Service that includes the activities to put into production the computer systems (preparing, planning, operating), controlling and monitoring the correct implementation of the services and processes, so that the normal development of the computer service provided by Lantik is ensured.

1.2. Information for suppliers

Any supplier working under the control of Lantik must be aware of the impact of the work that it is performing within the integrated management system on the impact of the final service provided to the customer. The supplier must be aware of the information requirements to be taken into account according to the importance of the contracted services, and it will be able to count on the support of the Lantik staff to ensure the supplier knows those information requirements.

Any supplier working under the control of Lantik must also be aware of the impact of the work that it is performing within the integrated management system of the possible environmental impact linked to its activities (minimising consumption and appropriate management of the waste generated). Lantik staff will likewise be there to inform the supplier about the information requirements.