

CCT - Collections - Operational Procedure Quality and ISO (SBS Curitiba)

Tasks to be completed when creating an operating procedure (from creation to publication)

1. Enter the **Title of the procedure**: Description of the operating procedure - Region (*APAC, EMEA, LAM, NAM*) - Country (*Optional*) - ERP (*PI1, PF1, WP1*)
2. Add the following Labels :
 - Region: [apac](#), [emea](#), [lam](#), [nam](#)
 - ERP: [pf1](#), [pi1](#), [wp1](#)
 - Domain & Process using the [List of labels to be used in the space OtC](#)
3. Fill all fields as described
4. SAP transactions :
 - a. notify them on the right : References , Link the SAP transaction name notified here with the SAP transaction page registered in [the file](#) (page address)
 - b. notify the transaction SAP inside the document in the appropriate place and add a macro : Include Content - Search the name of the page and Save
5. Once the procedure is completed, publish it using the [SBS-OtC approval workflow](#)

Scope



ERP

References

Attachments

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1. Objective and Scope

1.1 Objective of this Procedure

This document aims to provide the best practice related to Quality and ISO to the CCT collections team.

1.2 Scope

This procedure applies to all collector agents and coordinators who handle customer's requests. It also will provide best practices as guidance.

2. Quality Management

Quality management is the act of overseeing all activities and tasks that must be accomplished to maintain a desired level of excellence, including determining a quality policy, creating and implementing quality planning and assurance, and quality control and quality improvement. In general, quality management focuses on long-term goals through the implementation of short-term initiatives.

- Management System: set of practices and documented information to direct or control service's provisioning with the level of quality expected;
- Quality: all those features of a product (or service) which are required by the customer
- Quality management means that the organization ensure that its products or services satisfy the customer's quality requirements and comply with any regulations applicable to those products or services;
- It also means what the organization does to enhance customer satisfaction and achieve continual improvement of its performance.

3. Information Security Management

Information Security Management System (ISMS) is a set of policies and procedures for systematically managing an organization's sensitive data. ISMS aims to minimize risk and ensure business continuity by pro-actively limiting the impact of a security breach.

- An ISMS is a systematic approach to manage sensitive company information so that it remains secure. It includes people, processes, and IT systems by applying a risk management process.
- The norm includes a comprehensive set of controls that comprise best practices in information security.

[SBS Red Lines](#)

4. Do's and Dont's

4.1 Do's:

- If you receive an email asking for any information related to our Customers or employees, check the person's email address before replying and make sure it is safe;
- Do not send invoice copies to people who are not in your contacts, only trusted email addresses;
- Be very wary of email attachments and links, especially in unsolicited emails (most are virus-infected);
- If you receive a spam email, delete it; If it is offensive or you receive a lot, call the IT Help/Service Desk

4.2 Dont's:

- Share customer portal passwords over phone or email
- Write down passwords or store them in plain text
- Use personal IT devices for work purposes unless explicitly authorized by management
- Access online auction or shopping sites, except where permitted by your manager
- Download or upload commercial software or other copyrighted material without the correct license and permission from your manager

5. Objectives Achieved in 2017

Certification shows to our customers that we manage our quality of service, and we secure the information they share with us:

Certification ISO 9001 v.2015

Certification ISO 27001 v.2013

The objective from now on: Maintain the certification

6. Job description

A broad, general, and written statement of a specific job based on a job analysis's findings.

It generally includes duties, purpose, responsibilities, scope, and working conditions of a job along with the job's title and the name or designation of the person to whom the employee reports.

When used to communicate expectations, job descriptions can also be used as a basis for performance management.

For the employee, having a clear job description allows them to understand the responsibilities and duties required and expected of them.

[SBS's Job Description](#)

7. Confluence

Confluence is where you create, organize, and discuss work with your team.

Capture the knowledge that's too often lost in email inboxes and shared network drives in Confluence instead – where it's easy to find, use, and update. Give every team, project, or department its own space to create the things they need. Whether it's meeting notes, product requirements, file lists, or project plans, you can get it done in Confluence.

[CCT Confluence page](#)

8. Related documents/training

[ISO 14001:2015](#)

[Solvay SBS ISO 9001:2015 Certificate](#)



[Solvay SBS ISO 27001:2013 Certificate](#)

[SBS Quality Procedures](#)

End of document.

Workflow history

This view shows the 5 most recent entries. The complete workflow log is available from the 'Document Activity' menu item.

From Oct 23, 2020 to Jun 03, 2025	Actor	Type	Activity	Version
Draft	POLOSSON-ext, Damien and LIVIA MARIA DE ANDRADE ABREU	Edit	multiple updates from  POLOSSON-ext, Damien and LIVIA MARIA DE ANDRADE ABREU	
	 LIVIA MARIA DE ANDRADE ABREU	Edit	created the page at 2:02 am	
		State	changed state to Draft at 12:02 am	v1