

	SCOPE	Code: SEG-SIG-AL-001
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QUALITY MANAGEMENT SYSTEM WORKSCOPE		

Serprotech Energy C.A., a company belonging to Serprotech Energy Group, has a Quality Management System (QMS) based on ISO 9001:2015, 14001:2015 and 45001:2018 standards. Here below are the services provided by the organization:

1. Maintenance services for energy equipment and its auxiliaries in Industrial Plants and Wind Farms.
2. Employment and/or Service Supply for qualified Personnel for the Execution of: Inspections, Support, Assembly and Maintenance activities of Energy Equipment in Industrial Plants and Wind Farms.

The service provided by Serprotech Energy C.A. is aimed at the needs in the area of maintenance and assembly of Energy Equipment within the national and international market. When the service is provided outside the country the legal and regulatory requirements associated with the corresponding area are identified through the Serprotech Energy Group companies in the area.

Serprotech Energy C.A., administrative offices is located in the Caypo Shopping Center at Calle 67 Cecilio Acosta, Level 2 local 2-1, in Maracaibo State Zulia. It is important to mention that the service provided is executed at the Customer site.

The QMS involves all activities identified in the Process Map according to three levels: Strategic, Core and Support, this last level being where the Design and Development process that identifies the characteristics of the service is described.

To determine the scope of the QMS Serprotech Energy C.A. has considered the analysis of external and internal issues, the requirements of the relevant interested parties and the life cycle perspective, that is, all the stages from the identification of the opportunity to the supply of the service by the organization.

Serprotech Energy C.A., considers the application of all the requirements identified in the ISO standards that conform the QMS. However, the application may vary in each service according to the scope and characteristics as well as the control and influence of some requirements related to the Occupational Health and Safety Management System, and Environmental Management System.



Oscar C. Falcón Presidente