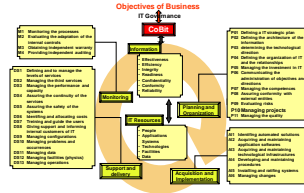
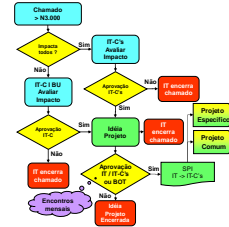


# ESTRATÉGIA DA GOVERNANÇA DE TI

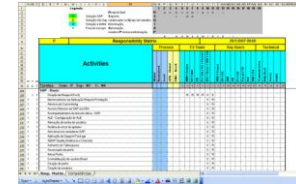
Comp. Division Control	
Customer Relationship Management	No Alignment - 0
Supply Chain Improvement	No Alignment - 0
Control costs / Improve Break even	Weak Alignment - 1
Process Optimisation	Strong Alignment - 5
Q8 Integration worldwide	Average Alignment - 3
Bosch Production System	No Alignment - 0
Risk and Legal Requirement	Strong Alignment - 5
R&M Department	
System architecture alignment	Strong Alignment - 5
Best in class service	Strong Alignment - 5
Standardisation with SAP	Average Alignment - 3



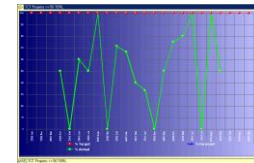
## 1. Normas



## 2. Processos & Procedimentos



## 3. Matriz de Responsabilidade



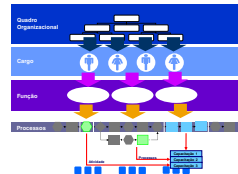
## 4. Indicadores



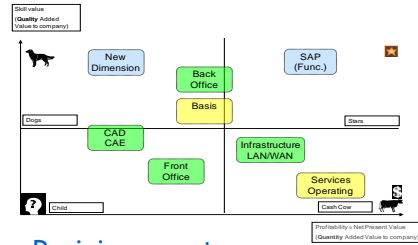
## 9. Certificação



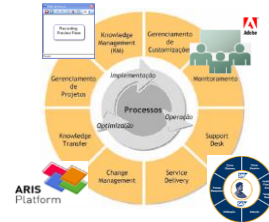
## 8. Autorização



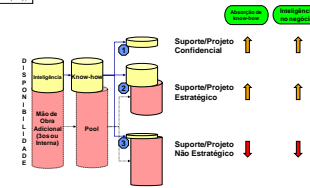
## 7. Capacitação



## Posicionamento



## 6. Ferramentas



## 5. Disponibilidade Interna x Externa