

SCOPE OF INSTITUTIONAL MANAGEMENT SYSTEM QUALITY (IMSQ)

Update: 05/07/2022

1. SCOPE OF THE MANAGEMENT SYSTEM

The products and services covered by the Institutional Management System Quality (IMSQ) are part of ISO 9001:2015 certification and they are the followings:

Products / Services	Process associated	Responsible Area of the product /service
Regulatory Standards related to sanitation services	Issuance of standards	Policy and standards Management
Study of Billing applicable to sanitation service suppliers	Issuance of Study of Billing applied to sanitation service suppliers	Billing Regulatory Management
Audit of the supply of sanitation service to evaluate compliance with legal and contractual obligations and regulations under Sunass' competence in relation with sanitation service suppliers	Audit of the supply and management of services provided by service rendering companies.	Audit Management
Benchmarking reports of sanitation service suppliers	Monitoring of sanitation service suppliers' management indicators	
Care of claims in the second administrative authority of sanitation services users	Management of appeal solutions	Administrative Tribunal of Appeal Solutions of Sanitation Service Users
Collection fee for regulatory compensation to sanitation service suppliers	Collection fee of sanitation service suppliers for regulatory agent	Administration and Finance Area
User service orientation	User service orientation	User Service Management
Resolution imposing sanction	Management of the decision- making phase of Sanctioning Administrative Procedure	Sanction Management

2. PHYSICAL LOCATION

The scope of the application of the IMSQ covers the process and activities developed at Main Office of SUNASS, located at Calle Bernardo Montegudo 210-216 Magdalena del Mar.

3. APLICABILITY

All the requirements of the ISO 9001:2015 standard are applicable to the SGCI, with the exception of the following:

Products / Services	Not applicable requirement	Justification of not applicability
Regulatory standards in relation to sanitation services	7.1.5.2 Measurement traceability	Compliance with the standard issuance by SUNASS is not defined by monitoring and measuring teams.
	8.3 Design and development of products and services	Design or development of new products is not prepared. Standards are prepared according to the on force regulatory framework.
Study of Billing system applicable of sanitation service suppliers	7.1.5.2 Measurement traceability	Compliance with the standard issuance by SUNASS is not defined by monitoring and measuring teams.
	8.3 Design and development of products and services	Design or development of new products is not prepared. Standards are prepared according to the on force regulatory framework.
Audit of the supply of sanitation services to assess the compliance with legal and contractual obligations and regulations under Sunass competence for sanitation service suppliers	8.3 Design and development of products and services	Due to the nature of the service, the audit is carried out by assessing compliance with published legal standards.
Benchmarking reports of sanitation service suppliers	7.1.5.2 Measurement traceability	The compliance of benchmarking reports is not defined by monitoring and measuring teams.
	8.3 Design and development of products and services	The benchmarking report is carried out based on the information provided by the SSS (Sanitation service suppliers).
Care of claims in the second administrative authority of sanitation services users.	7.1.5.2 Measurement traceability	Compliance with the standards issued by SUNASS is not defined by monitoring and measuring teams.
	8.3 Design and development of products and services	The resolutions of appeals are cared according to each client, and they are unique and tailored and according to the on force regulatory framework.
Collection fees for regulatory role to sanitation service suppliers	7.1.5.2 Measurement traceability	The compliance of the collection of regulatory contributions is not determined by monitoring and measuring equipment.
	8.3 Design and development of products and services	Design or development of new products is not prepared. Standards are prepared according to the on force regulatory framework.

Products / Services	Not applicable requirement	Justification of not applicability
User service orientation	7.1.5.2 Measurement traceability	The compliance of the care provided to the user is not determined by monitoring and measurement teams.
	8.3 Design and development of products and services	Each consultation made by a user is cared individually and according to the on force applicable regulation.
Resolution imposing sanction	7.1.5.2 Measurement traceability	The compliance of sanctions and challenges resolved are not determined by monitoring and measuring equipment.
	8.3 Design and development of products and services	Given the nature of the product, sanctions and contestations are resolved by evaluating compliance with published legal regulations.

Updated by:	Reviewed by:	Approved by:
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