

Vice Presidency for Operations (OP)

Scope of the Operational Quality Management System (OQMS)

September 1, 2023

The scope of the OP's OQMS is the vessel transit service. This includes all divisions and offices under the vice presidency, regardless of their geographic location.

OP is made up of the Locks Division (OPE), the Protection and Emergency Response Division (OPP), the Transit Resources Division (OPR), the Transit Operations Division (OPT), the Integrated Operations Control Center (OP-C), the Board of Local Inspectors (OP-I), and the Resource and Project Management Unit (OP-A).

OP manages the work environment in order for it to positively influence staff performance and to achieve compliance with the services provided. To this end, OP follows the guidelines dictated by the Vice Presidency for Human Capital (CH), in reference to the regulations on safety, health and industrial hygiene.

The requirements applicable to this OQMS are specified and developed in the OP's OQMS Manual. The process map (in Spanish) is presented below.

