

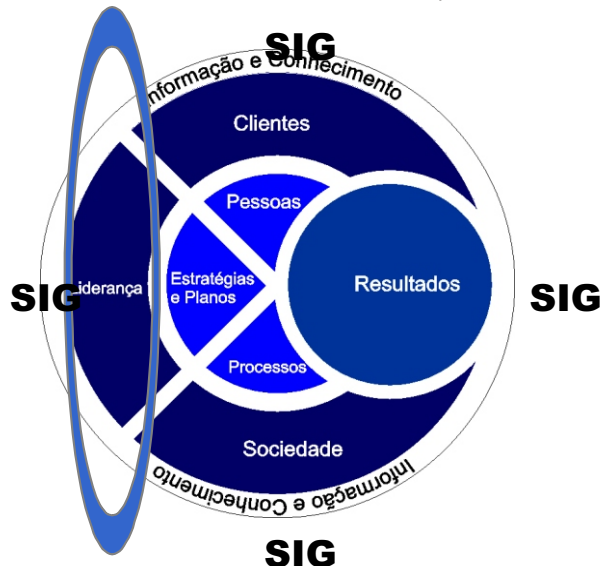
INTEGRATED MANAGEMENT SYSTEM (SIG)

A Wilson, Sons Logística starts re-modelling its Integrated Management System (SIG)

What is the SIG?

The SIG is the Integrated Management System (SIG) used by Wilson, Sons Logística, consisting of a set of component parts linked up to achieve the specific objective of producing results by transforming strategy into operations.

This system seeks continued improvement of all processes undertaken by Wilson, Sons Logística, with the intention of maximizing the levels of services rendered and client satisfaction extended to co-workers, staff and partners.



The method for continued improvement?

Wilson, Sons Logística chose a scientific method as a basis for the search for continued improvement in its Integrated Management System (SIG). The PDCA routine comprises: **P Plan** (plan and assess) This stage consists of studying the problem and acquiring data, analysing surveyed using Pareto, a survey of the causes using the 6M rule as a basis (Method, Machine, Manpower, Medium [=environment], Measurement), definition of the fundamental causes and a definition of the Plan of Action.

D DO (train, perform) This stage consists of carrying out the actions planned.

C Check (verify) This step consists of verifying the effectiveness of the actions planned and, at the same time, we check whether the fundamental causes detected have led to solving the problem.

A Action (Act, correct) This stage consists of a critical

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