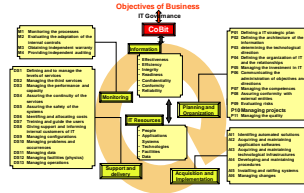
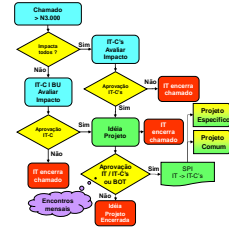


# ESTRATÉGIA DA GOVERNANÇA DE TI

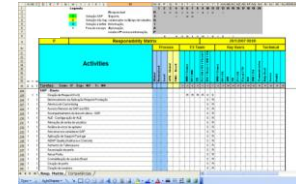
| Comp. Division Control             |                       |
|------------------------------------|-----------------------|
| Customer Relationship Management   | No Alignment - 0      |
| Supply Chain Improvement           | No Alignment - 0      |
| Control costs / Improve Break even | Weak Alignment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



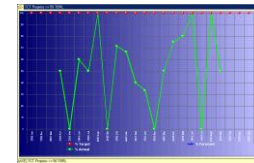
## 1. Normas



## 2. Processos & Procedimentos



## 3. Matriz de Responsabilidade



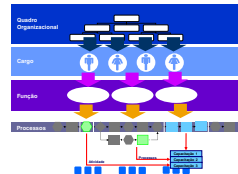
## 4. Indicadores



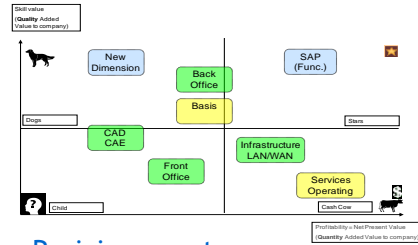
## 9. Certificação



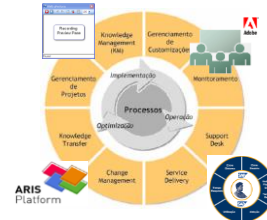
## 8. Autorização



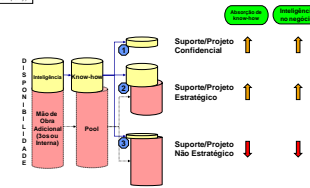
## 7. Capacitação



## Posicionamento



## 6. Ferramentas



## 5. Disponibilidade Interna x Externa