

ALLOCATION OF LIABILITY ICONTEC

1	Financial and contractual responsibilities	Administrative and Financial Direction Commercial Direction
2	Institute's Administration - Management Structure & Functions	Human Development Direction Headship of Selection and Development
3	Safeguard the impartiality policy	Executive Direction
4	Safeguard the impartiality at organizational level	Headship of organizational management Administrative and Financial Direction
5	Safeguard impartiality at Operational level	Headship of Sustainable Development
6	Human Resources & Skills: Define the need for Resources to Provide Services	Headship of Sustainable Development Headship of Programming
7	Human Resources & Skills: Competence criteria for Professional Service Providers and Administrative Positions	Headship of Selection and Development Professional of qualification
8	Manage Human Resources	Human Development Direction
9	Manage Competence	Human Development Direction
10	Monitor and Qualify Human Talent	Human Development Direction
11	Managing Information	Marketing Team
12	Process responsible for Service Provision	Headship of Sustainable Development
13	Responsible for the Quality Management System	Headship of organizational management Headship of Sustainable Development Administrative and Financial Direction
14	Responsible for the Customer Service Process	Headship of Marketing
15	Answer and manage Disputes and Appeals	Sustainable Development Team
16	Commercial Sales Management	Commercial Direction Team