

ALLOCATION OF LIABILITY ICONTEC



1	Financial and contractual responsibilities	Administrative & Financial Direction
2	Directors of the Institute - Management Structure & Functions	Human Development Direction & Selection and Development Head
3	Safeguard the political impartiality	Executive Director
4	Safeguard the political impartiality	Head of Organizational Development Sustainable
5	Safeguard Operational impartiality	Head of Sustainable Development
6	Human Resources & Skills: Define the need for Resources to Provide Services	Head of Sustainable Development
7	Human Resources & Skills: Competition criteria for Professional Service Providers and Administrative Positions	Professional Qualification, Organization & Compensation
8	Manage Human Resources	Administrative & Financial Direction
9	Manage Competence	Human Development Direction
10	Monitor and Qualify Human Talent	Human Development Direction
11	Managing Information	Marketing Team
12	Process Responsible Service Provider	Sustainable Development Team
13	Responsible for the Quality Management System	Sustainable Organizational Development Team
14	Responsible for the Dispute, Appeals and Customer Service Process	Organizational Development Sustainable Team
15	Service and manage Disputes and Appeals	Sustainable Development Team
16	Service and manage the Complaint Process	Organizational Development Sustainable Team
17	Commercial Sales Management	Commercial Direction Team