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**1. OBJECTIVE**

1.1 Establish the process that guarantees the attention and effective solution to the Petitions, Complaints, Claims and / or Acknowledgments (Question/Complaint) of the authorities, clients, suppliers, contractors, media and general public, so that through this tool we can identify trends and eliminate the causes of failures, to continuously improve the processes and services of INDUSTRIALIZADORA OLEOFINOS.

**2. POLICIES AND RESPONSIBILITIES**

2.1 The designated means of communication for reception of the Question/Complaint expressed by the interested parties are the following:

- Email: [servicioalcliente@oleofinos.com.mx](mailto:servicioalcliente@oleofinos.com.mx)
- Website: <http://www.oleofinos.com.mx/sugerencias.php>

2.2 The Coordinator of Business Liaison will be appointed temporarily as the person in charge of attention to the Question/Complaint.

2.2.1. The Business Liaison Coordinator will receive the Question/Complaint from any of the communication channels, the system will register them in the database and generate the file automatically.

2.2.2 The responsible area will be contacted who will respond and will do the corresponding follow-up.

2.2.3. You will receive from the sales managers the Question/Complaint that they receive directly, for emptying in "database" (Take as Base the Ticket System with which we already have in the Sales Areas).

2.3 The Question/Complaint will obtain as much basic information as possible for its treatment, such as:

- Name
- Company
- Email
- RFC
- Telephone
- City
- Company Area
- Reason for the suggestion, request and / or comment
- Description of the suggestion, request and / or comment

All communication must be consulted with the corresponding area; It is not allowed to respond to the complainant without authorization.

2.4 Question/Complaint Physical Mailbox in Plants (Zapopan and Chinameca).

As a second stage of the Question/Complaint System of Oleofinos, physical mailboxes will be installed, both in the Zapopan Plant and in the Chinameca Plant, in order to give a greater scope to the system and make it available to all people (collaborators, customers, suppliers). and visitors). These mailboxes will be installed no later than June 30, 2019.

2.5 Monitoring of the Question/Complaint

<b>Question/Complaint type</b>	<b>Coordinating department</b>
1. Question/Complaint of the Industrializadora Oleofinos staff towards clients, suppliers, co-workers and / or subordinates.	Head of human resources
2. Question/Complaint for labor or sexual harassment, discrimination or other cause that has to do with fundamental human rights	Head of human resources
3. Product Question/Complaint	Quality assurance and corresponding Sales Department
4. Question/Complaint of an operational nature and service	Corresponding management
5. Billing Question/Complaint	Finance
6. Payment Question/Complaint	Finance
7. Question/Complaint of a social nature	Coordinator of Business Liaison
8. Environmental Question/Complaint	Coordination of Quality Systems
9. Question/Complaint of congratulation or recognition	Coordinator of Business Liaison

**If it is a request for information, what the following table describes will be done:**

<b>Request / information</b>	<b>It is channeled with:</b>
1. Change of signatures, cancellation of credits, updating of fiscal data, extensions of credit.	Finance management
2. Information about Industrializadora Oleofinos	Business Liaison
3. Credit application	Finance Management
4. New customers.	Commercial Areas (3 Channels)
5. Reports of a legal nature	Management Administration
6. Reports of a technical nature	Quality Assurance
7. Job Bank	Chief Human Resources
8. About the Document Management System, RSPO or other type of management system	Quality Systems Coordination

2.6. There will be a system for prioritizing complaints type A, B and C, considering the following aspects:

- Type A: Quality issue / Customer Service with the nature of Urgency and High Importance.
- Type B: Urgency issue that must be resolved as soon as possible.
- Type C: Important Subject that is not necessarily Urgent.

### **3. SCOPE**

This procedure applies to all areas of:

1. Environmental / Sustainability
2. Social
3. Supply (Purchases)
4. Logistics
5. Administration and HR
6. Sales
7. Chinese production
8. Production Zapopan
9. Quality / Safety
10. Planning and IT
11. Social Networks / Marketing
12. General Management

### 4. PROCESS

Responsable	Secuencia	Descripción
Person / Company Applicant	<b>01</b>	Expose your complaint and / or non-compliance through the customer service system (form on the website) or directly with the sales departments.
Question/Complaint Care System	<b>02</b>	Automatically gives a response to the Applicant indicating that we have received your comment and that it will be attended to as soon as possible.
Coordinator of Business Liaison	<b>03</b>	Receive an email from the Question/Complaint System indicating the description of the comment and the area to which it will be assigned.
Coordinator of Business Liaison	<b>04</b>	Evaluates the Question/Complaint in terms of severity, safety implications, complexity and impact and area of responsibility.
Coordinator of Business Liaison	<b>05</b>	It is assigned via email to the corresponding Area and confirmed by telephone that they have received and seen the Question/Complaint assignment.
Coordinator of Business Liaison	<b>06</b>	It determines who will make the attention of the Question/Complaint, and remains in communication with the department (s) responsible (s), until a solution or response is given to the claimant. The response of the corresponding area that will give direct attention to the Question/Complaint is recorded in the database (part of Comments).
Responsible area	<b>07</b>	Receive the Question/Complaint from the Business Liaison Coordinator and start the research and analysis to give the solution proposal and take the necessary actions to close the Question/Complaint.

Responsible area	<b>08</b>	Receive an email from the Question/Complaint System indicating the description of the comment and the area to which it will be assigned.
Responsible area	<b>09</b>	Send to the Business Liaison Coordinator the evidence of the attention given to the Applicant to make the appropriate closing of the request / comment.
Coordinator of Business Liaison	<b>10</b>	It generates, through the Question/Complaint System, a file for each request / comment received where the physical evidence (documents, photos, records) of the follow-up in the database and the comments until the closing of the Question/Complaint is kept.
Coordinator of Business Liaison	<b>11</b>	Once the attention due to the Question/Complaint has been confirmed, the status of the same will change in the System to CLOSED.
Coordinator of Business Liaison	<b>12</b>	It keeps the statistics of the Question/Complaint received (Open Tickets, in Process and Closed).
Coordinator of Business Liaison	<b>13</b>	The results of the Question/Complaint should be tabulated at the end of the year and presented to the General Directorate for analysis and decision making.
Coordinator of Business Liaison	<b>14</b>	Alert the General Management in case of incidence or lack of attention from any of the Areas responsible for correction.

**5. REFERENCES**

- PCS-06 Preparation of Procedures
- RC-VI-06 Report of Follow-up to Complaint
- RC-AC-072 Rejected Product Report
- PPR-08 Traceability and Withdrawal
- RC-CS-05 Plan of Corrective and / or Preventive Actions
- RC-CT-08 Product Input Control
- RC-VI-04 Summary of Customer Non-Conformities