OLEOFINOS

PQR SYSTEM STATUS

Month: February 2020

		CLOSED		OPEN			
No.	**ÁREA**	**NUMBER**	**PERCENTAGE**	**NUMBER**	**PERCENTAGE**	**CLASSIFICATION**	**STAGE**
1	**Labor**	0	0.00%	0	0.00%	-	-
2	**Social**	0	0.00%	1	1.96%	A	07
3	**Sustainability**	0	0.00%	0	0.00%	-	-
4	**Purchases**	35	17.41%	4	7.84%	D	09
5	**Administration and Human Resources**	9	4.48%	3	5.88%	C	09
6	**Quality**	6	2.99%	4	7.84%	C	07
7	**CEO**	2	1.00%	2	3.92%	C C	10 09
8	**Research and Development**	1	0.50%	1	1.96%	C	07
9	**Industrial Soaps**	0	0.00%	2	3.92%	A C	10 10
10	**Logistics**	3	1.49%	2	3.92%	C	07
11	**Planning and IT**	2	1.00%	0	0.00%	-	-
12	**Chinameca Plant**	7	3.48%	4	7.84%	C C C C	10 07 07 07
13	**Zapopan Plant**	8	3.98%	0	0.00%	C	10
14	**Social Networks / Marketing**	2	1.00%	1	1.96%	C	05
15	**Comercial Sales**	31	15.42%	11	21.57%	A C A C A A A C A	09 09 07 09 07 07 09 10 10
16	**Industrial Sales**	25	12.44%	15	29.41%	A A A C C A C A C B C C C A	07 09 07 09 09 07 09 07 09 10 09 07 07 07
17	**Distribution Centers**	0		1	1.96%	C	07
18	**No Area**	70	34.83%	0	0.00%	-	-
19	**Not Assigned**	0	0.00%	0	0.00%	-	-
		201	**100.00%**	**51**	**100.00%**		

	PQR CLASSIFICATION
A	Important and Urgent
B	Urgent to resolve immediately
C	Important but not Urgent
D	Supplier of products or services

	STAGES OF THE PROCEDURE
01	Reception of the PQR
02	Automatic response to the Applicant
03	Submission of the PQR to the Evaluation Committee
04	Evaluation of the PQR by the Committee
05	Assignment of PQR to the corresponding Department
06	Confirmation with the Department the reception of PQR
07	The Department receives the PQR and begins the investigation
08	Sending Corrective Action to Applicant
09	Sending evidence of attention to the Committee
10	Evidence is received and a file is created
11	Closure of the PQR