



**PQR SYSTEM STATUS**

PQR RECEIVED

Code: RC-VI-06

Month: June 2020

No.	AREA	PQR RECEIVED				TOTAL	PQR CLOSED	PQR IN PROCESS	PQR OPEN	PERCENTAGE OF CLOSED PQR
		2017	2018	2019	2020					
1	Labor	0	0	0	0	0	0	0	0.0%	
2	Social	0	0	0	1	1	1	0	100.0%	
3	Sustainability	0	0	0	0	0	0	0	0.0%	
4	Purchases	3	10	12	18	43	34	8	1	79.1%
5	Administration and Human Resources	1	3	4	10	18	11	7	0	61.1%
6	Quality	0	2	4	5	11	6	5	0	54.5%
7	CEO	0	0	2	3	5	3	2	0	60.0%
8	Research and Development	0	0	1	1	2	1	1	0	50.0%
9	Industrial Soaps	0	0	1	1	2	0	2	0	0.0%
10	Logistics	0	1	3	2	6	3	3	0	50.0%
11	Planning and IT	0	0	1	2	3	3	0	0	100.0%
12	Chinameca Plant	1	3	5	4	13	8	4	1	61.5%
13	Zapopan Plant	0	2	4	4	10	10	0	0	100.0%
14	Social Networks / Marketing	0	0	2	1	3	2	1	0	66.7%
15	Comercial Sales	4	12	16	15	47	30	12	5	63.8%
16	Industrial Sales	5	11	16	19	51	28	15	8	54.9%
17	Distribution Centers	0	0	0	2	2	0	2	0	0.0%
18	Foreign Trade	0	0	0	3	3	0	3	0	0.0%
19	No Area	9	32	37	29	107	107	0	0	100.0%
20	Not Assigned	0	0	0	0	0	0	0	0	0.0%
						<b>327</b>	<b>247</b>	<b>65</b>	<b>15</b>	<b>75.5%</b>
								<b>80</b>		