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POLYTECHNIC HIGH SCHOOL QUALITY CHIMBORAZO MANUAL COCA COLA FEMSA PREPARED BY: WILLIAM DIAZ SEGUNDO QUISHPILLO ANTONIO ALCOSER HENRY TORO 08/02/2018 CONTENT MANUAL 1. Fabulous prequels..... 2 2. BACKGROUND OF COCA COLA AND QUALITY POLICY ..... 3 3. MISSION AND VISION ..... 4 4. OUR QUALITY MANAGEMENT SYSTEM ..... 5 5. ADDRESS RESPONSIBILITY ..... 8 6. RESOURCE MANAGEMENT ..... 11 7. PRODUCT PERFORMANCE ..... 12 8. MEDICINE, ANALYSIS AND REPAIR..... 15 9. MATRIX REFERENCE FOR PROCEDURE ..... 18 10. Reference..... 19 1 1. INTRODUCCION Coca-Cola FEMSA (KOF), is the largest public bottle of CocaCola products worldwide in terms of sales, representing one in ten Coca-Cola products sold in the world. It serves more than 346 million consumers in nine countries in Latin America and the Philippines, through a network of more than 2.9 million outlets and more than 100 brands of soft drinks and non-carbonated beverages. • This manual is implemented by COCA COLA FEMSA. reflects the confidence we have for quality systems created to meet the needs of our external and internal customers, ensuring the quality of their products and/or services. Our manual covers processes for continuous system improvement and ensures compliance with applicable customer requirements and regulations. COCA COLA FEMSA maintains its quality system documented as described in this manual, This manual is used as a means to establish internal guidelines in which it controlled the coverage, areas and departments involved, under the requirements of the ISO 9001:2008 Quality System Alcance Coca Cola FEMSA applies to: Packaging 10 types of soft drinks in the industry in general Chapter 7.3 of the design and development of ISO-9000-2005 Products is excluded because the Coca Cola Company supplies us with the overall product design. Terms and definitions of Client Workers, internal clients (within the training institution itself), organizations or groups of companies, request training services. Competent Authorities can also be seen as clients. Competition Competition 2 The ability of a person to carry out activities that form the function of work, in the context of real work, in accordance with the standards and qualities expected by the productive sector. It is defined by a productive world, refers to knowledge, skills and attitudes, and is evaluated in the workplace. Skill skills and precision are required to perform the tasks of the job, according to the required level of accuracy. Process together interconnected or interacting activities to turn input into results. Service results from activities or processes. 2. BACKGROUND COCA COLA AND QUALITY POLICY Antetecendetes In 1979, femsa subsidiary acquired several bottles of soft drinks. At that time they had 13 distribution centers and had a production capacity of 83 million box units per year. From that initial operation we came, 38 years later, to become the world's largest Coca-Cola product bottling franchise, where we serve over 375 million consumers, marketing 4 billion box units per year through the 2.8 million outlets we serve. All this, thanks to the daily work of more than 101,000 men and women, both in Latin America and in the Philippines. We work closely with The Coca-Cola Company to design and manage an exciting portfolio of brands and presentations to meet certain dynamics in our market and stimulate demand in our growing customer and consumer base. In this way, our customers have the opportunity to acquire one of the more than 150 brands of soft drinks and non-carbonated beverages we offer. Coca-Cola FEMSA Management Quality Policy (KOF) has produced policies that are in accordance with the organization's objectives. It provides a reference framework to our 3 staff to set and review objectives. This policy has been published and trained for all staff. Our Quality Policy includes a commitment to our customers and ensures that our services comply with the Quality Management System (GSC), as detailed below: Consumers around the world are confident that the Coca-Cola Company will offer refreshing, unquestionable and high-quality safety products at all times. Quality manifests itself in our every action and accompanies us in everything we do. Everyone in the Coca-Cola system takes this mission seriously and works tirelessly to ensure that our system keeps its promise to deliver quality products and services. We believe that quality is the cornerstone of our success because it is an integral part of our heritage; inherent in this belief is Our gold standard: Perfect product, trusted anywhere. The global nature of our business requires Coca-Cola systems and their supply chains to have the highest standards and processes to achieve unique and consistent products and service quality ranging from the design of our products and their packaging to the purchase of our materials, through bottling, distribution and marketing of our products. By implementing quality management systems, we ensure compliance with applicable regulations, as well as internationally recognized standards and certain Coca-Cola requirements through our supply chain, from start to finish. 3. Mission AND VISION Mission Defines Coca-Cola's long-term goals as a company, and is a weighty criterion of the actions and decisions we make to achieve three fundamental goals: Refreshing the world Inspires moments of optimism and happiness Creating value and making a difference 4 Vision Is the framework of the plan and illustrates what needs to be achieved to achieve maximum sustainability, quality and growth. With it, it aims to achieve goals tailored to a variety of areas: people: To be a good place to work, that people feel inspired to give every day the best of themselves. Beverages: Offers a diverse portfolio of quality products that anticipate and meet the desires and needs of consumers. Partners: Develop networks to create equal and lasting value. Planet: Become a responsible citizen who makes a difference by helping to build and support a sustainable society. Profit: Maximizes shareholder performance while taking into account the Company's overall responsibilities. Productivity: To be an effective and dynamic organization. 4. OUR QUALITY MANAGEMENT SYSTEM Policy Level is the basis on which the entire management system is built. Policies set company expectations and guide organizational activities and decision-making. We have four aligned policies in place to support our Vision 2020: • quality: it affirms coca-cola system's strong commitment to quality in everything we do • food security: demonstrates our compliance with systems, processes, and controls • environment: strengthens our position as environmental leaders • occupational safety and health - reaffirms that people are our 5 6 most valuable Fundamental processes : Documented Procedure Process Control FlowChart Documentation set out that includes : a) Complete risk assessment for the unit use the accepted TCCC methodology; b) Development and implementation of an action plan to manage identified and evaluated risks, including continuity plan 7(c)(d)(e)(f)(g)(h) business, emergency fire response measures, serious injury, civil disobedience, bomb threat, etc. Identification and training of IMCR and alternative coordinators; Identification of a multifunctional or equivalent Incident Analysis Team that will be responsible for directing IMCR procedures within the organizational unit and, in the event of an incident, going through the incident analysis process; Completion of a scale matrix or similar tool that clearly indicates where a person or function should be contacted in the event of an incident; Identify the Incident Management Team (BMI) which will be responsible for analyzing and communicating information, making decisions and coordinating actions; Identification of internal and external stakeholders, consultants and advisors, as well as regulatory agencies and other relevant agencies and authorities with which the company may need to communicate in the event of an incident; Review of IMCR procedures by management for effectiveness at least every six months. Note A review of this procedure must be maintained. The Quality Manual of each organizational unit is a document and maintains a Quality Manual that includes: a) The scope of the quality management system, including the details and justification of exceptions (b) documented procedures set out for quality management systems, or references to them c) Descriptions of interactions between quality management system processes. 5. OVERCOMING RESPONSIBILITY Our goal is customer satisfaction therefore, senior management wants to establish a quality policy by implementing a quality system that makes us able to meet the requirements required by ISO-9001-2005 as well as by customers. General Management of Coca-Cola FEMSA (KOF) companies, provides evidence of its commitment to the Quality Management System and continuous improvement through: 8 • Permanent communication to the organization about the importance of complying with customer requirements, legal requirements applicable to organizational rotation, and ISO 9001-2008 requirements. • Establish and ensure compliance with the Quality Policy. • Establish and ensure compliance with quality objectives. • Conduct managerial reviews, with specific frequencies and ensure resource availability. 5.1 Management Commitments Coca-Cola, provides evidence of its commitment to the Quality Management System and continuous improvement through: • Permanent communication to the organization about the importance of complying with client requirements, legal requirements applicable to organizational rotation, and ISO 9001 2008 requirements. • Establish and ensure compliance with the Quality Policy. • Establish and ensure compliance with quality objectives. • Conduct managerial reviews, with specific frequencies and ensure resource availability. 5.2 Customer Approach Management ensures that its customer expectations and requirements are identified, analyzed and met. In addition, CAS conducts direct surveys of its customers to capture their perception of the service and improve their processes, with the aim of creating a permanent and mutually beneficial relationship with them. The customer approach is covered by: • Coca-Cola Management's Sales Procedure 5.3 Quality Policy has resulted in a Policy that is in accordance with the organization's objectives. This provides a framework for our staff to set and review objectives. This policy has been published and trained for all staff. Our Quality Policy includes a commitment to our customers and ensures that our services comply with the Quality Management System (GSC), as detailed below: Consumers around the world are confident that the Coca-Cola Company will offer refreshing, unquestionable and high-quality safety products at all times. Quality manifests itself in our every action and accompanies us in everything we do. Everyone in the Coca-Cola system takes this mission seriously and works tirelessly to ensure that our 9 systems keep its promise to deliver quality products and services. We believe that quality is the cornerstone of our success because it is an integral part of our heritage; inherent in this belief is our dedication to our gold standard: Perfect, trusted products on the go. The global nature of our business requires Coca-Cola systems and their supply chains to have the highest standards and processes to achieve unique and consistent products and service quality ranging from the design of our products and their packaging to the purchase of our materials, through bottling, distribution and marketing of our products. By implementing quality management systems, we ensure compliance with applicable regulations, as well as internationally recognized standards and certain Coca-Cola requirements through our supply chain, from start to finish. 5.4 Planning a) Quality Objectives To realize its policies, Coca-Cola Management has set quality goals at relevant levels within the organization, trained and published, this enables us to develop our services in accordance with our Policies. For this fulfillment in our Quality Management System, we have a definition of Quality Objective with their own goals to achieve. b) Coca-Cola Management Quality Management System Planning has planned GSC to meet the requirements provided in 4.1 and maintain the integrity of the Quality Management System. 5.5 Responsibility, authority and communication to) Coca-Cola's responsibilities and authorities have defined the responsibilities and functions for each company's position through position profiles and procedures and instructions. This responsibility is known and understood by all staff. Management has also defined a functional organization chart of the company, whose purpose is to publish the authority corresponding to each position. b) The company's Management Management Representative, to ensure that the necessary GSC processes are established, implemented and maintained, has created the position of management representative, who has been given the responsibility and authority to have free access to all levels of the company in terms of quality for: • Ensuring that responsibility and authority have been established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority have been established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority have been established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority have been established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority have been established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and : • Ensure that responsibilities and authorities have been established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority have been established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority have been established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority are established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority are established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority are established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority are established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority are established to have free access to all levels of the company in terms of quality to: • Ensure that responsibility and authority are , implement and maintain the GSC process. 10 • GSC Performance Information Management, including repair needs. • Maintain information about customer needs and requirements. c) Internal communication With the aim of ensuring adequate internal communication between different levels and functions within the organization, and externally with customers and suppliers, the Communication Plan has been established. The minimum elements to be communicated internally are policies, objectives, system performance, responsibilities, etc. 5.6 Management Review Through a formal scheduled meeting of Coca-Cola Management conducting a management review to ensure the effectiveness and validity of policies, objectives, defined objectives, and review of claims, relevant expectations of their customers. The Management Review Procedure describes how to perform this activity. 6. RESOURCE MANAGEMENT 6.1 The provision of Coca Cola resources has been as a measure of increased production, effectiveness and customer satisfaction, implementation and maintenance of quality management system at least 3 times per year. In each, each, resources required for its implementation. 6.2 Human Resources 11 6.3 Coca Cola's infrastructure has six high-tech production lines, packaged in glass and plastic. Each has the capacity to get 1200 bottles per minute, which translates to one billion liters of drinks per year. 6.4 So that all employees can get the best out of themselves, Coca-Cola offers a comprehensive development plan and vocational training, as well as providing a safe work environment and many social benefits. For Coca-Cola, creating a good work environment, where respect for workers' rights excels, is a commitment that comes with its daily activities. 7. PRODUCT REALIZATION Water is very important for life, and so is for Coca-Cola as a company. This is your most important ingredient and, consequently, your most valuable resource. For this reason, both water used to make beverages, as well as those used to clean packaging and machines that come into contact with 12 beverages, are treated following a rigorous process, which is tailored to the requirements of the World Health Organization, local and national laws, and quality standards set by The CocaCola Company. In addition to looking for quality, the company tries to be as efficient as possible in the use of water in beverage production. In fact, in recent years it has managed to reduce consumption significantly. How? Mainly through improved packaging washing operations and reuse of water which, with still good quality, can be reused in other processes after minor treatment. In 2004, the company used 2.18 liters of water per liter of the drink it produced, including water contained in the packaging. Currently, this ratio has been reduced to 1.86 liters, increasing water efficiency by 26% since 2004 and 16% since 2010. The target is to reach 25% by 2020 compared to 2010 data. In addition to this increased optimization, Coca-Cola set out in 2010 to return to nature and the communities where it operates 100% of the water contained in its drinks by 2020. In 2015, five years earlier than expected, the company successfully met this goal globally. In addition to cleaning containers and other operations in the plant, some water that undergoes strict quality control is used for beverage production. Of the 1.86 liters of water used by Coca-Cola to produce a liter of the drink, one liter goes into the drink as an ingredient and another 0.86 is used in the process of washing packaging and maintenance of plants. Sugar or sweeteners are first added to make a simple syrup and combined with concentrates (defined for each recipe) provided by The Coca-ColaCompany. This new syrup is mixed with water in the right proportions and eventually carbonated to create the desired drink. The sugars and sweeteners and carbon dioxide to be included in the drink are subject to strict quality controls, which will verify that all batches received at CocaCola manufacturing plants around the world are eligible in accordance with the company's quality standards. 13 14 8. MEDICION, ANALYSIS AND IMPROVEMENT Equity In our operations, we have more than 10% female collaborators, have more than 21% participation in administration and 18% representation in management or management groups. In addition, more than 70% of our management positions are filled by people from this country, thus promoting the development of society. We have the integration of 295 people with physical disabilities into the operations of Argentina, Brazil, Colombia and Venezuela, and the collaboration of 616 older adults in all of our operations. As part of our commitment to human rights, staff are given training on issues relating to a culture of legality, ethics, values and human rights; in 2013 alone, we provided over 125,000 hours of training in our operations. In the case of security personnel, its elements are trained in human rights issues, coupled with corporate policy training that addresses this topic, thus striving to ensure the good treatment and behavior of these staff. In Mexico, 100% of our security partners, both internal and external, are trained through human rights induction courses. In addition, as part of the Coca-Cola System, we comply with Coca-Cola's Corporate Employment Rights Policy, certify 91% of our factories and continue to move forward to reach the 100% target in 2014. Our Clima Laboral At Coca-Cola FEMSA strives to develop our employees in an environment based on integrity, constant work, and most importantly, respect and dignity; therefore, to know the status of our working climate, in a twenty-yearly way we do studies in our workplace. In 2013, 83% of workplaces were evaluated, gaining a satisfaction rate from our employees of 80.47%, consistent with our methodology. Safety and Occupational Health (SASSO) For Coca-Cola FEMSA is critical to ensuring the physical integrity of all our employees and improving quality and productivity, promoting in every way culture of industrial self-care and safety practices, to prevent disease, injury, and minimize work risk. This is how since 2008, we have worked under the Occupational Safety and Health Management System (SASSO), which enables us to promote comprehensive 15 management with annual goals and objectives and engage all levels of the organization through committees and sub-committees, where 100% of our employees are represented, including management and administrative staff, as well as united. All of our actions focus on the safety and health of our employees, channeled through SASSO, which consists of 3 strategies with a preventive approach and that includes prevention treatment campaigns, quality of life promotion, vaccination in adults, ergonomic studies, risk prevention and industry contingencies, among others. SASSO strategy with preventive approach. Materials, packaging, processing, storage and transport of products are links from long chains that connect The Coca-Cola Company with consumers and, as a result, each link is subject to strict quality and safety protocols. Commitments that focus efforts in the following areas: - Global Standard Supplier Management Commitment Continues to increase productivity globally These concerns to offer high quality products extend throughout the supply chain, which must comply with current laws and also with company specifications and requirements. Thus, to ensure quality, the Coca-Cola Company and its bottling partners around the world must comply with the following: Quality Gold Standard: Only factories authorized by The Coca-Cola Company produce intermediate and final products, thus complying with approved procedures for production, storage and distribution. Management System: Ensures the implementation of quality policies, standards, and management programs, providing the resources necessary to achieve quality goals. Management and risk assessment: Different assessment tools, both internal and external, are used to ensure compliance with The Coca-Cola Company's current legal framework and standards. Legal compliance: In every market in which the company operates, local legal requirements are met. 16 Incident Management and Crisis Resolution: The goal is to protect customers and consumers first and, second, the brand and image of the company. Manufacturing: The Coca-Cola Company has consolidated the process in line with quality commitment. In this sense, there is a work team dedicated to continuously monitoring everything that happens to plants. Distribution and market: This is the last link to ensure the quality and integrity of the drink. Product portfolio handling and marketing is always enforced at all times is optimal. The Company maintains comprehensive control of the entire supply chain to meet quality and safety standards, from start to finish. Any employee whose work relates to the handling of beverage and packaging materials, as well as the processing, storage and transport of products, is responsible for the quality and safety of the product, which is linked by the Coca-Cola Company and its bottling partners to their reputation in front of consumers. These include: Cleaning and cleaning of manufacturing plants, and pest control. It also conducts product analysis programs to prevent chemical and biological risks. • Maintain traceability in two directions throughout the supply chain. This means knowing exactly where each particular can or bottle comes from when it is produced until it reaches the consumer, testing at least twice a year the system's ability to recover the product from its distribution at the point of sale. • Ensure the presence of safety seals in materials, intermediaries and end products through the supply chain, and control access to product manufacturing and storage areas. • Comply with the local legal requirements of each market in which the market is operated. • Only use authorized suppliers for the purchase of materials, packaging, materials and equipment used in the manufacture and distribution of Coca-Cola Company products. 17 9. MATRIX REFERENCE PROCEDURE 18 10. 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