

QUALITY MANUAL

ISO 9001:15 | UNE 13816:03

***NOVATEL SAU
TRANSPORTES REGINA SA
VIAJES REGINA SA
SAVI SL***

Made by: System's manager	Approved by: Director
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FP00- Quality Manual	Version 1 - 05/11/2020

INDEX

1. BUSINESS PRESENTATION	¡Error! Marcador no definido.
1.2.References	¡Error! Marcador no definido.
1.2.2 Responsable	4
1.3 Field and range of application	¡Error! Marcador no definido.
1.4 Understanding of the organization and its context	¡Error! Marcador no definido.
1.5 Comprehension of the interested parts	¡Error! Marcador no definido.
2. MANAGEMENT SYSTEM AND PROCESSES	¡Error! Marcador no definido.
3. LIDERSHIP	¡Error! Marcador no definido.
3.1 Lidership and compromise of direction.....	¡Error! Marcador no definido.
3.2 Quality policy.	¡Error! Marcador no definido.
3.3 Roles, responsibilities and authority within the organization.....	¡Error! Marcador no definido.
3.4 Approach towards the client	¡Error! Marcador no definido.
4. PLANIFICATION	¡Error! Marcador no definido.
4.1 Actions to evaluate risks and opportunities	¡Error! Marcador no definido.
4.2 Quality objectives	¡Error! Marcador no definido.
4.3 Planification of changes.....	¡Error! Marcador no definido.
5. SUPPORT	¡Error! Marcador no definido.
5.1 Resources.....	¡Error! Marcador no definido.
5.2 Skills	¡Error! Marcador no definido.
5.3 Awareness	¡Error! Marcador no definido.
5.4 Communication.....	¡Error! Marcador no definido.
5.5 Documented information	¡Error! Marcador no definido.
6. SERVICE OPERATION	¡Error! Marcador no definido.
6.1 Planification and operational control	¡Error! Marcador no definido.
6.2 Determination of service's requirements	¡Error! Marcador no definido.
6.3 Design and development.....	¡Error! Marcador no definido.
6.4 Sales: process supervision and external services.	¡Error! Marcador no definido.
6.5 Service provision	¡Error! Marcador no definido.
6.6 Change's supervision	¡Error! Marcador no definido.
6.7 Customer service and complains	¡Error! Marcador no definido.
7. DEVELOPEMENT EVALUATION	¡Error! Marcador no definido.
7.1 Supervision, measurement, analysis and evaluation	¡Error! Marcador no definido.
7.2 Auditing.....	¡Error! Marcador no definido.
7.3 Management's supervision.....	¡Error! Marcador no definido.
8. IMPROVEMENT	¡Error! Marcador no definido.
8.1 Complains and corrective actions	¡Error! Marcador no definido.
8.2 Continious improvement.....	¡Error! Marcador no definido.

1. BUSINESS PRESENTATION

ANDBUS is a brand that includes the different family business concerning the tourism sector and englobest the following:

- **NOVATEL, SAU**

Avda.de la Borda, 15. AD500 ANDORRA LA VELLA

- **REGITOURS, SL**

Avda.de la Borda, 15. AD500 ANDORRA LA VELLA

- **TRANSPORTES REGINA, SA**

Av. Pau Claris, 32. 25700 La Seu d'Urgell

- **VIAJES REGINA, SA**

Av. Pau Claris, 32. 25700 La Seu d'Urgell

- **SERVEI DE L'AUTOCAR I EL VEHICLE INDUSTRIAL, SL (SAVI)**

Políg. Industrial, calle E. Nave 2. La Seu Urgell-25710

The business has a history and experience of over 50 years. We have direct and global solutions for our customers. A last generation technological and logistical management, well trained professionals, a constant bet for innovation and respect for the environment.

We have a large fleet of over 80 vehicles, buses, minibuses, VIP vehicles. The newest fleet of the Pyrenees with our own workshop for the maintenance of our whole fleet, also a travel agency to complement our customer's experience.

MISSION: Compromise with the customers support and the service's quality. We want to give at any given time what our clients need

VISION: Being a referent inside the passanger's transport sector and compromised with the quality of service.

VALUES:

- Extremely focused on the customer
- Quality of service
- Continious improvement
- Team work

1.2. REFERENCES

These manual structures itself in compliance with the rule ISO 9001:2015 of Quality I Rule UNE 13816:03

1.2.2 RESPONSABLE:

The responsible of the maintenance and development of this manual is the department of Quality and HR which will ensure its continuous updating.

1.3 FIELD AND RANGE OF APPLICATION

This manual of the management's System applies to the HQ and buses both in Andorra (novatel) and also in la Seu d'Urgell as well as Transportes Regina, Viajes Regina and Savi. The quality integrated System includes the following services:

VIAJES REGINA SA:

- Reservations, sales and creating tickets for all kind of person's transport in all kind of means both nationally and internationally.
- Personalized services and commercialization of turistic plans both nationally and internationally.
- Sell of turistic plans and complementary services nationally and internationally for privates and groups. Provide services in airports.
- Assist the traveller in obtaining any required documentation a its destination both nationally and internationally.
- Formalities and reemborsament of air fares and services.
- Renting vehicles without a driver.

NOVATEL SAU

- Line and discretionary passangers transport (nationally and internationally) by road.
- Regular transport of special use (school bus) by road.
- Comunal lines and private services for groups or individuals.

TRANSPORTES REGINA SA

- Line and discretionary passangers transport (nationally and internationally) by road.
- Regular transport of special use (school bus) by road.
- Private services for groups or individuals.

SAVI SL

- Reparation and maintenance of vehicles.

1.4 UNDERSTANDING OF THE ORGANIZATION AND ITS CONTEXT

ANDBUS determines the key external and internal aspects which play a role on its purpose and strategical direction and affect its capacity to achieve the results marked by its quality management System.

Extern Aspects	Intern Aspects
Legislation	Corporate values
Market and competitors	Knowledge and experience
Economy both national and international	Satisfaction from suppliers, clients and employees
Culture and politics	Technology and innovation

Following you will see attached the company's SWOT:

Weaknesses:	Threats:
<ul style="list-style-type: none"> • Competition. • Tresoury issues due to a reduction of services and travel plans • Communication by the press • Non defined responsibilities 	<ul style="list-style-type: none"> • Bad corporative image due to some external driver or external provider • Covid-19: <ul style="list-style-type: none"> • Borders clousures • Need of a staff cut • Low-cost budgets • Mass reimbursement of purchased tickets by clients
Strengths:	Opportunities:
<p>Good/serious company's image Fleet renovation Own workshop Experienced drivers Specialized technical staff Quick response to the needs Implication by the staff</p>	<p>New services contracts Capacity to present itself to new projects Implantation of the quality management System in ANDBUS. (ISO 9001:15) Implantation of the UNE 13816:03</p>

1.5 COMPREHENSION OF THE INTERESTED PARTS

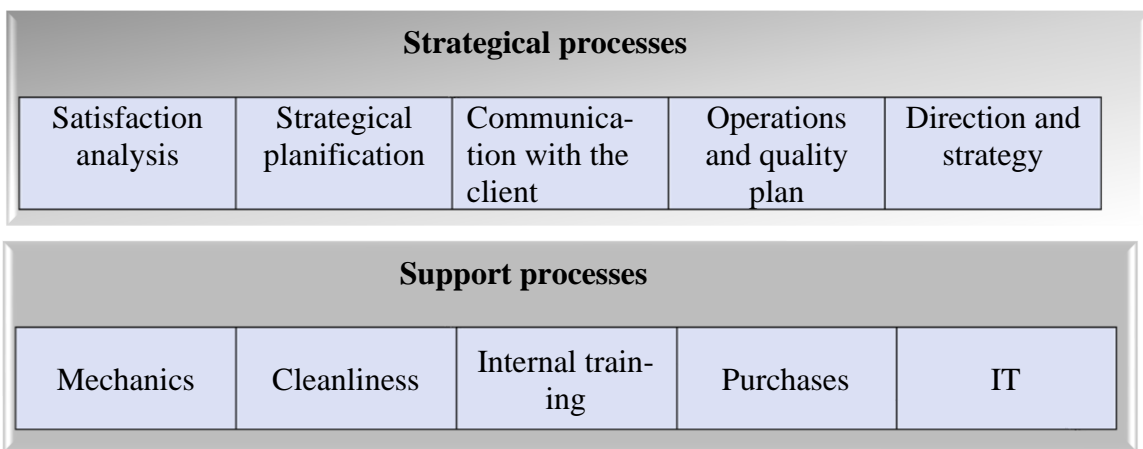
ANDBUS has the different interested parts identified which correspond to the quality management system, as well as their needs and expectations. The following parts have been identified as interested:

Interested part	Needs and expectations
<p>Staff. Work force that give their services to the Regina Group</p>	<p>Work stability, economical security, road safety (safe buses to drive), good work environment, motivation, responsibility and reward.</p>
<p>Clients. Físic person or juridical entity which acquires a good or service from our organization</p>	<p>Quality service and competitive price. Transparence, good communication, road safety.</p>
<p>Providers. Físic person or juridical entity which provides or supplies a good to our organization</p>	<p>Long term stable commercial network, due payments, business continuity.</p>
<p>Subcontracted company. Físic person or juridical entity which provides or supplies a service to our organization</p>	<p>Stability, continuous purchases, due payments.</p>
<p>Society. The society is the human environment closer to the Organization and that interacts with it</p>	<p>Compliance with the legal requirements, sustainable activity and responsible organization.</p>
<p>Competitors. Businesses that focus themselves on a similar public as the Regina Group or that provide products or services on the same market</p>	<p>Respect between competitors.</p>
<p>Administration. Set of organisms and persons that dedicate to administrating the company.</p>	<p>Responsible fiscal and administrative management.</p>

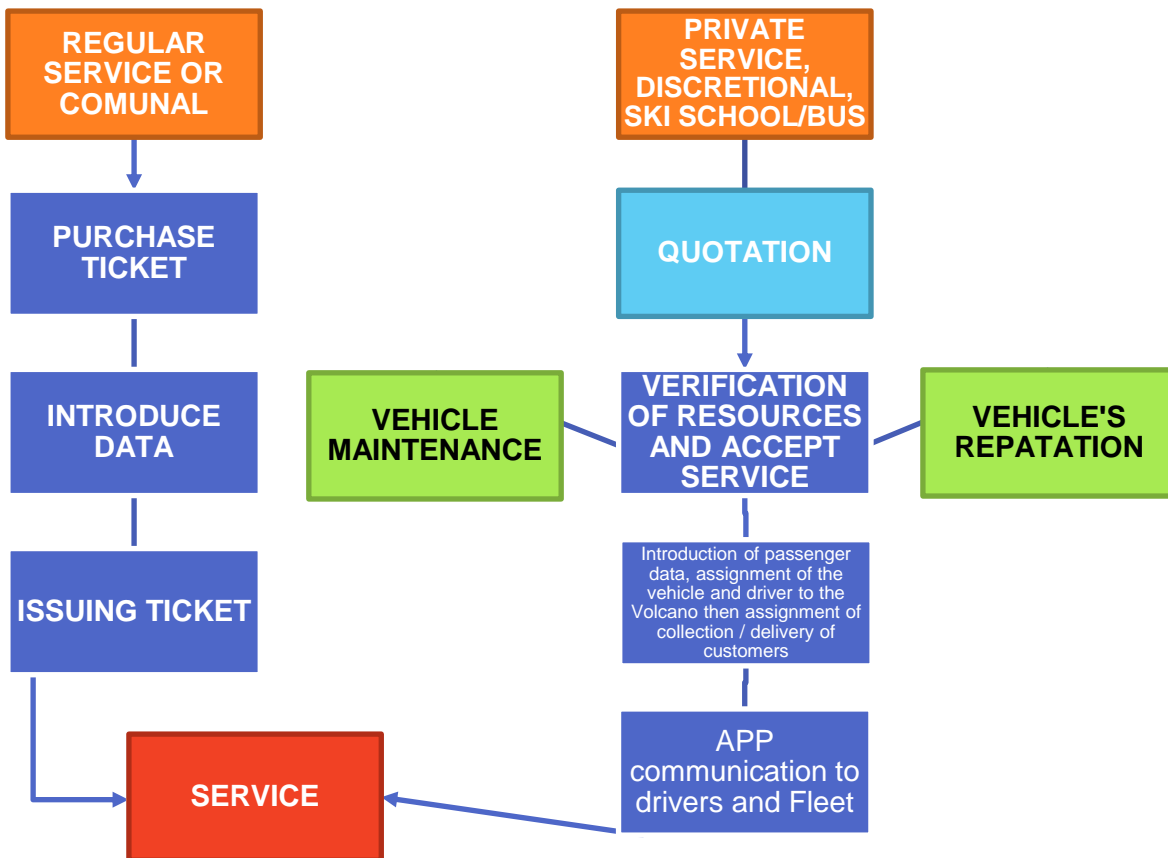
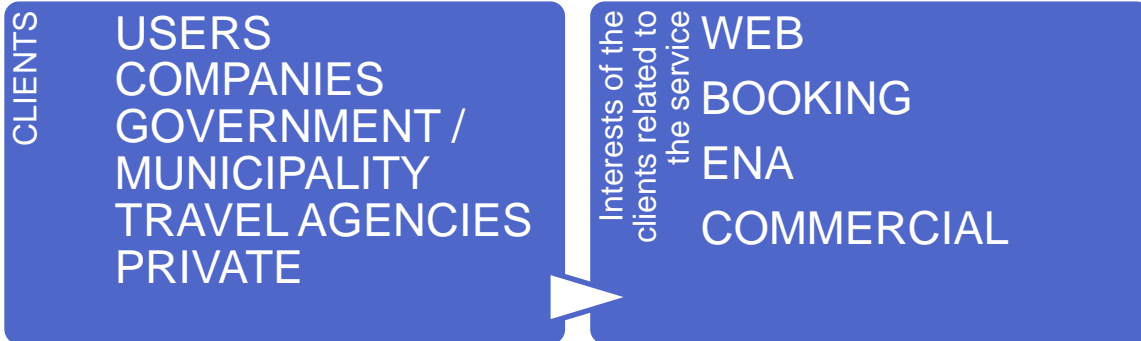
<p>Property. Legal owners of the company with titularity over it.</p>	<p>Profitability of the business, loyal and diversified client portfolio.</p>
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2. MANAGEMENT SYSTEM AND PROCESSES

To represent the processes that take place in ANDBUS and its interaction we have developed the following map of processes:



Operational processes



LIDERSHIP

3.1 Lidershhip and compromise of direction

The management from ANDBUS is the top responsible in the development and implementation of the quality management system and that it improves constantly. To ensure it:

1.1.1. The management communicates to all staff via the de established channels the necessity to satisfy, determine and comply with the client's needs.

1.1.2. Developes **Policy and** real **Objectives** measurable and coherent with the context of the organization and the needs of the interested parts.

1.1.3. Ensure that the **Policy and Objectives** are communicated, understood and applied inside the organization.

1.1.4. Ensure the integration of the requirements of the quality mangament system with the business process and the organization's strategy. (Commercial, politics, etc..).

1.1.5. It's responsable for assigning the necessary resources to implement this quality management system and periodically inspect it to verify if the objectives are achieved and the good functioning of the system.

1.1.6. Ensure that the quality management System achieves the forcasted results.

1.1.7. Involves, leads and gives support to the persons involved to contribute to the efficiency of the management system.

1.1.8. Promotes the continiuos improvement.

1.1.9. Gives support to other relevant roles of the Management to demostrate its lidershpp applied to its areas of responsibility.

3.2 Quality policy

The quality's policy is marked by the Management and archived in the documents of the quality System to ensure that it's suitable for the Organization and its contex. It includes the compromise of continiuos improvement. This policy is the base to establish the objectives of quality. It's comprehended and communicated to the whole Organization and its adequacy to the strategic pourposes of **ANDBUS** will be revised periodically during the revision of the System by the Management. It is available in different locations of the work place and also in our internal program Volcano so that it can be consulted by the interested parts at any given time.

QUALITY POLICY

The management from ANDBUS is conscious of the importance that it has to satisfy the expectations of its clients, respect the environment in accordance with the sustainable development frame, and guaranteeing the work's safety and health of any person. It compromises to dispose at any given time of the necessary resources both human and technical to develop the strategical lines of action that ensure the achievement of set purposes.

The business copromises to comply with the legal requirements and rules that apply to it. Also, any other requirements that the Organization subscribes related to the quality of its products and services, environmental aspects, and the security and Health of the work place. At the same time, it also incorporates COVID procedures inside the whole Organization and informs its costumers and staff.

ANDBUS compromises itself to:

- Comprehending the necessities both from today and future of our clients. Trying to satisfy them and going beyond the expectations when possible.
- Train and sensibilize all the staff and promote the communication also with our providers. Promoting the participation of all interested parts.
- Ensuring a high level of work security and copromising to eliminate the dangers and reducing the risks for the safety and Health of the staff and promoting actions that further improve the level of security even going beyond what's required by law when necessary. Also complying with any other compromises subscribed by the business voluntarilly so that incidents and work related diseases are avoided.

With the purpose of achieving a continuous improvement in the accomplishment of our activity regarding the efficiency of processes, also in regard of our customer service, safety and work health the quality management System has been established base on **ISO 9001:2015 and the UNE 13816:03**, which compromises the accomplishment of objectives marked by the **ANDBUS** group and serves as a mechanism for the whole Organization to know and understand each other, also to comply with the principles described.

Date: August 2020

Executive Director: Daniel VINSEIRO

3.3 Roles, responsibilities and authority within the organization

To show the structure and the relations within the Organization the following Organization Chart has been defined. This Chart will be updated with the HR responsible as defined by the **FP02 Staff recruitment and training procedure**.

The roles and responsibilities are defined by the management and each department's manager in the "DLLT" (job description). This will be communicated and signed by each staff member. Set documents will be archived. This way all staff that leads, makes or verifies any work that affects the quality of service has their responsibilities and boundaries well defined

The management elects the head of quality which assumes the role of managing the System. He/she assumes the following responsibilities and powers:

- Ensuring that the processes of the quality management System are established, implemented and maintained. Informing the management about the development of the quality management System. Also, when there advice when there's room for improvement.
- Ensuring that all staff at all levels within the Organization understand that requirements expected by the client.

3.4 Approach towards the client

The Organization has designed the quality management System taking into account que requirements of the clients, the communication and their satisfaction. To prove this, from ANDBUS we have developed and implemented de following policies:

- The file **FP-06 MANAGEMENT OF NON-SATISFIED AND CORRECTIVE ACTIONS**, to detect and manage the complaints by the clients.
- The file **FP-03 SALES**, to guarantee a proper and efficient relation with all our clients.
- To get to know our clients satisfaction we have developed an inquiry as explained in: **FP-08 CLIENTS SATISFACTION** which describes the method followed by **ANDBUS** to measure the degree of satisfaction of our clients.

The management from ANDBUS guarantees the definition of this process in a great manner, and places the client first on the different activities that it conducts, including also the intermediary processes where the direct contact is not directly with the client. To achieve this, recurring meetings are held to inform all staff of the repercussion of their activity in the final product delivered to the client.

4. PLANIFICATION

4.1 Actions to evaluate risks and opportunities

ANDBUS identifies the risks and opportunities with the goal of achieving the forecasted results, preventing or reducing non desired effects and continuously improving in accordance with the quality management System. For further consult the document: **FP-16 RISK MANAGEMENT AND IMPROVEMENT OPPORTUNITIES**

4.2 Quality objectives:

ANDBUS establishes the quality objectives based upon the applicable functions, levels and processes. The objectives must be coherent with the quality policy, measurable, applicable, followed, and communicated and must be updated.

ANDBUS planifies the objectives determining the follow aspects:

- What will be done.
- Necessary resources to achieve it.
- Responsables.
- Due time.
- Mechanisms to evaluate the results.

ANDBUS has objectives documented that comply with the requirements established by the quality management System.

Objective 1:	Certifie the quality management system ISO 9001:15 and UNE at the four business that compose ANDBUS before the end of the year 2020.
Responsible:	Manager of the quality system
Resources	Humand and economical resources
Following:	Anually

Actions:

- Raise awareness, involve and capacitate the whole management. The benefits and objectives must be explained. (MEETING WITH THE MANAGEMENT)
 - Raise awarenesss. A fluent and clear communication must be ensured from the first steps. This implies exposing the plans and training the staff. (TRAINING INTERN AUDIT)
 - Identify and classify the processes or cicles. (CHARTS OF PROCESSES)
 - Designate the owners and teams of processing in accordance with the relations that exist between them. (RESPONSABILITIES)
 - Establish indicator. Fix standards of measurement and control objectives. (INDICATORS)
 - Clarifying roles and responsibilities. (JOB DESCRIPTION)
 - Formalize channels of communication (COMMUNICATION)
- Apply methodologies of supervision and improvement. (SUPERVISION AND IMPROVEMENT)

Objective 2:	Improving the client's satisfaction index and achieving a procurement of over 75% by the end of the year 2020.
Responsible:	Manager of the quality System and whole staff
Resources	Humand and economical resources.
Following:	Quarterly
Actions:	
<ul style="list-style-type: none"> • Inquiries through the businesse's web • Inquiries through direct personal interviews on site • Inquiries through email to direct clients <p>The global score will be obtained in the process of assesing the client's criteria and results of the inquiries made.</p>	

4.3 Planification of changes

The business has a program to manage changes so that they are implemented in a planified and systemathic way. For this pourpose we take into consideration the following:

- The porpose of the change and any potential consequences.
- The integrity of the managing system.
- The resources availability.
- The assignment and reassignment of responsabilities and authorities.

ANDBUS manages and evaluates the planification of changes during the anual revision by the management and collecting the necessary information on the **Management Revision Act**. The meeting with the management will be held once a year in March from the present year where also the compliance of the forcasted actions will be revised.

5. SUPPORT

5.1 Resources

ANDBUS identifies and provides the necessary resources to guarantee the correct functioning of the quality management System and also improve it to increase the satisfaction of the client through the fulfillment of their requirements.

5.1.1 Persons

To develop the policy and its functions and responsibilities **ANDBUS** identifies the necessity of resources in accordance with the planification:

- Assign qualified staff to perform all the activities defined by the quality management System.
- The minimum training, skills and experience requirements have been established to ensure the proficiency of all staff.
- The Organization guarantees the need of training of its staff. Providing training and awareness about the importance of the tasks developed.
- Evaluate the efficiency of the actions taken.
- Keep track of the suitable formation, skills and experience.

Awareness raising within the staff in the matter of quality is a must at the time of completing training tasks. The awareness raising tasks have as an objective to transmit the importance of their labor to the staff that develop tasks that affect the quality management System.

5.1.2 Infrastructures and environment for the operation of processes

The Organization possesses and maintains the necessary infrastructure to achieve a good service in all work fields. Both in Andorra and La seu d'Urgell.

5.1.3 Waste management

The business compromises on having enough resources to ensure a respectful waste disposing management. (RG01 – List of waste disposing providers)

5.2 Skills

For the well functioning of the organization, **ANDBUS**:

- 1) Determine the necessary skills
- 2) Determine the real skills of the staff
- 3) The necessary actions are taken to acquire and develop the necessary skills for the staff, not only through the training plan but also enhancing the personal skills and those related to the work field. This set of actions aim toward enhancing skills related to:
 - Personal communication
 - Team work skills
 - Proactivity
 - Time management
 - Decision taking processes
 - Adapting to changes
 - Alignment with the business strategy
 - Knowledge of the context and the client

It is ensured that this persons are well skilled and are evaluated by the departament managers about how these skills are set in practice and register any observed incidents to adjust better the means to the necessities of the detected skills. The information is documented.

5.3 Awareness

ANDBUS attempts to take actions to raise awareness within the staff (both own and subcontracted) in topics such as:

- **Policy** of Quality
- Quality **objectives**
- Their contribution to the efficiency of the Quality Management System
- The implications of **not complying** with the requirements of the quality management system.

5.4 Communication

ANDBUS determines the intern and extern Communications for the quality management system, which include:

- The content of the communication
- When to communicate
- Who needs to be communicated.
- How to communicate

Inside the intern communication, **ANDBUS** considers fundamental that whole staff knows about the compromise that the management has with the quality management system, and also with the opinion of our clients. The results of the audits ensure the necessary conditions for a fluent and efficient communication between the managers that intervene in the process. The means of communication are identified in the **FP02-2 Welcome Manual**.

5.5 Documented information

The information documented by the managing system of **ANDBUS** comprises the required with the rules ISO 9001:2015 and UNE 13816:03 and others considered necessary by **ANDBUS** to ensure the efficiency of the two rules.

The documentation of the quality managing system includes:

- A declaration documented of the quality policy and objectives
- A manual of the quality system for the four business that compromise the ANDBUS group.
- The necessary procedure files
- Other documents necessary to guarantee the well functioning of the system
- The necessary registry to prove the conformity.

Documentation control

ANDBUS controls all documents necessary for the managing system and its support. It is documented in the file **FP-01 Managing of the documented information**.

In this procedure file the following controls are defined:

- Approve the documents before their emission.
- Revise and update the documents when necessary and approve them once again.
- Ensure that the updated versions of the applicable documents are available at the locations required and that they are accessible.
- Ensure that the documents are still eligible and well identified.
- Prevent the non intentional use of obsolete documents and properly identify them in case they are maintained by any reason.
- Identify, Store, protect, recuperate, retain and dispose records.

Registry control

ANDBUS establishes and maintains the necessary registries to provide evidence of conformity with the requirements.

These registries are readable, are identified, protected and are recoverable. The length and place of storing are defined and controlled.

6. Service operation

6.1 Planification and operational control

ANDBUS has the procedures necessary to provide its services planned and developed. This planification is coherent with other procedures of the quality management system. During this planification the following has been taken into account:

- The **Policy** and **Objectives** of quality.

- The requirements of the client and those that **ANDBUS** marked.
- Purchase management.
- The necessity to establish procedures, documents and the human/material resources necessary.
- The laps and activities of control, verification and following, also the acceptance criteria and the responsables of doing so.
- The changes that may appear during the course of the activity to adapt them to the planification, and when not possible, ANDBUS will check how these changes affect the planification of the procedures to control its consequences.

The organization disposes of a file of procedure documented where the activities related to planification of the service are described.

6.2 Determination of service's requirements

6.2.1 Communication with the client

ANDBUS determines and implements provisions to efficiently communicate with the clients through the different departments that form the organization. Both email and phone are used to communicate with the clients or potential clients.

The content of the communication contains information related to:

- The information of the service
- Questions, sales, budgets, contracts or support with any service including modifications.
- Feedback from the clients, also including their complains.
- The manipulation and the treatment of the client's belongings when applicable.

6.2.2 Determination and supervision of the requirements related to the service

In this chapter the guidelines for the correct identification of our client's requirements

are defined with the end of ensuring that they are satisfied, and when not, trying to solve the discrepancies and agree on solutions. It is applicable to all requested services. Our organization determines the following:

- The requirements specified by the client (including potential clients), including the requirements by the activities of delivering and after.
- The requirements not specified by the client (including potential clients), but necessary. When they are known.
- The organization disposes of a file of procedure document where the activities related with the identification of the requirements of client's requirements associated to the service are described: **FP-08 Satisfaction of the client.**

The organization revises the requirements related with the service before accepting and compromises itself with the doing of set service. To ensure that it is possible to comply with the specifications of the client, including the requirements of the activities of all the services and the arrival to the client's residence.

6.3 Design and development

ANDBUS, does not consider necessary control the design, nor the development because it does not apply to the product/service that it offers.

6.4 Sales: process supervision and external services

ANDBUS ensures that the product of service acquired complies with the purchase requirements specified. The type and range of control applied to the provider and the acquired product depends on the impact of the product or service of the purchase or the making of the final service.

The organization evaluates and selects the providers taking into account their capacity to provide products in accordance with the organization's requirements. The criteria for the selections, evaluations and revaluation have been established. The registries of the results are stored as well as any actions required by it.

ANDBUS has documented the procedure file **FP-04 Purchases and providers man-**

agement, to indicate not only the requirements of product's purchases, but also to sub-contact services or processes and how purchases are verified. The evaluation of providers has also been defined which defines system used by the organization to achieve a correct management of the evaluation and reevaluation of the providers.

6.5 Service provision

6.5.1 Supervision of the service provision

The Organization plans and makes the services under controlled conditions. The controlled conditions including when applicable:

- The specifications that define the complete service.
- The procedure files that define de procedures when necessary
- The use of the right equipment and infrastructure
- The tools and elements of trace and measurement
- The competences and also when applicable the qualifications required.
- The execution of the pick up and arrival of the clients

Generally, all services developed by the Organization are supervised during the making of it and always before closing.

ANDBUS validates those processes of services where it can not be verified through follow up activities. This includes any deficiencies that make themselves visible after the service. The validation shows the capacity of the procedures to achieve the planned results. For exemple the purchase of a replacament or maintenance of a vehicle.

6.5.2 Identification and traceability

ANDBUS, identifies the service through the right means on its different phases of realization to ensure that the final result is the expected.

Both in private, discretional, regular, comunal or scool services the bussiness ensures that everything is identified without mistake from the reception, during the service and all the way to the final destination and arrival of the client. Leaving a statement of this identification of the applicable documents.

Identification

It is the responsibility of the traffic department's manager to define the identification of all services that intervene in the process of the trip and its interactions.

Type of identifications:

- **Identification of the offered service:** The identification of the services that is made in every case is differs and is controlled in the program Volcano where all the data to give the service are inserted.
- **Identification of the bus fleet:** The buses are well identified by the department of fleet and are registered in the program Volcano for its utilization on the services that needs to be completed with its appropriate maintenance.

Traceability

- **Bus Fleet:** All buses are revised on its preventive maintenance. Those that need repairing go through the necessary reparations. All have their valid documentation in accordance with the law including the ITV.
- **Exterior subcontracted services:** Subject to ANDBUS's availability there's moments, mostly on the high season where it's necessary to subcontract external staff to do all the services that enter our System and is not possible with the year long staff. Also, some bus reparations may be subcontracted where SAVI can not directly manage it.
- **Commercial products:** Are those services that the business purchases at the exterior to commercialize them like holidays packages for Viajes Regina.

6.5.3 Client's property or external providers

On the services carried out by **ANDBUS** it is frequent that there's lost objects that are found once the service has finished the final trip (by the driver or by the cleaning staff). These objects are stored on an efficient way by the Booking staff (boxes organized by months and excel sheets) and during a fixed period of time fixed by the management. Once this time has expired the found objects of less value are thrown away and the valued objects are stored for a longer period of time. There's a document to keep track of all the registered found objects.

Once the client claims the lost object and identifies himself by the date and hour of the service where the object was lost it is given back to the client. When the client is from a different country it is send by post and the client must only pay for the shipment.

6.6 Change's supervision

ANDBUS reviews and controls the non planned changes essentials to the service to ensure that the specified requirements are always followed.

The organization maintains documented informations that describes the results of the reviewed changes, the staff that authroizes such changes and any necessary actions.

6.7 Customer service and complains

ANDBUS ensures that the services offered that are not accordant with the requirements are identified and controlled to prevent the non intentional delivery.

The organization takes the necessary corrective actions in accordance with the procedure file, **FP-06 Management of non accordant and corrective actions**

7. Development evaluation

7.1 Supervision, measurement, analysis and evaluation

A series of documents to guarantee the homogenization and normalization of the follow up activities, measurement, anaylisis and procedure evaluation of **ANDBUS** have been approved to ensure the organization and its clients.

- The services that are developed in all cases are accordant with the client's requirements and expectations.
- The quality management System and the UNE 13816:03 are accordant and under constante evaluation.

To ensure that the procedures allow to achieve the client's requirements and the **Objectives** of quality that the organization has made itself are meet, the follow up and measurement of the procedures is carried out to prove this way the capacity to achieve the planned results. These activities allow to evaluate the procedures constantly and taking the necessary actions and when necessary, correct the non conformities that are detected before these could affecte of the client's service.

To measure the main procedures of the organization a System based on **indicators** managed by every departament is used. When the expected results are not achieved the following while is applied: **FP-06 Management of non accordant and corrective actions**. These indicators are analyzed at the moment they are detected and during the revision of the System by the management to take the necessary actions. This allows to study the data to estimate the following:

- The client's satisfaction
- The conformity with the requirements of the offered service
- The characteristics and trend of the processes and services.

7.2 Auditing

To prevent as much as possible that the organization's client arrives unsatisfied an intern audit program that been established, **RP05_01 Intern Audits**, the planifications, range, time and impartiality is assured. That responsables are identified and the carrying out of actions to eliminate non conformities is guaranteed. The departments implicated in the quality management System to ensure that:

- They comply with the planned activities and with the requirements of the international rule ISO 9001 and the UNE 13816:03 taking as a reference.
- Is implanted, updated and functions efficiently.

7.3 Management's supervision

The supervision of the quality management System is carried out by the management at least once a year and always after doing at least one internal audit to each of the departments of the organization and registering it at the **Revision by the management act**.

The assistants to these supervisions are:

- Management
- System's supervisor
- Staff from other areas that the management considers fit depending on the topics that need to be addressed.

In the case that big changes on the organization take place, in the procedures or in **ANDBU's policy** extraordinary supervisions of the System will be carried out, especially on those cases where there is a descend in the quality level offered to the clients.

7.3.1 Entry for the supervision

The management compiles all the necessary information to carry out the system's supervision. Compiles all the necessary information that the system's supervisor facilitates. The information used is the one generated by the last's System supervision.

Entries of the management's supervision:

- Policy and valid quality objectives
- Results and follow up of the carried-out supervisions by the management
- Analysis of the external and internal context
- Follow and review of the interested parts
- Reports of internal and external audits
- Non conformities, corrective actions of the System
- Clients complains
- Satisfaction of the clients
- Human resources
- Development of the processes and indicators of the management system
- Providers

- Other factors that may affect the functioning of business and the quality management System UNE 13816:03 (Risks and improvement opportunities)

From the past data registered the management verified that the quality System is efficient and that the results confirm the compliance with the planned Policy and Objectives are obtained. Also, it is determined that System is in compliance with the requirements of the rule **ISO 9001** and **UNE 13816:03**.

7.3.2 Results of the supervision

The results obtained in the supervision of the System by the management must include decision taken in reference to:

- The improvement of the efficiency of the managing System and its processes.
- The improvement of the service in relation with the client's requirements.
- The resources needs.
- Management of the planned changes

These results can be seen at the registry **Record of system's supervisió by the management** and when needed these will be communicated to the system's manager and the rest of the organization.

8. IMPROVEMENT

8.1 Complains and corrective actions

Conscious that despite all the controls made over the processes and services, it's easy that non conformable services appear. **The FP-06 Management of non conformities and corrective actions** file has been developed where the actions to be taken of the following cases are defined:

- Eliminate the causes that origin the non conformities detected.
- Authorize its use, liberation or acceptance with the authorization of the client which the non conformitie has been communicated to.
- Taking the necessary actions headed to prevent its use on the Applications initially thought.

- The verification of the ones already corrected
- The adoption of control measures when its presence has been detected after the service.
- The registry of all data related to the previous.

The non conformities including the corrective actions not only are related to the service, but also with the established operations by the organization, including the claims that come from the interested parts.

8.2 Continuous improvement

ANDBUS focuses towards a continuous improvement through its **Policy** of quality, **Objectives** of quality, audit results and data analysis, which allow the adoption of corrective actions and improvement plans. The organization takes into consideration the elements that come out of the analysis and evaluation and the elements coming out from the supervision of the management to confirm if there is underdeveloped tasks or opportunities which must be addressed as part of a continuous improvement.

ANDBUS gathers evidence of the identification of improvements, necessary changes and actions to be taken in the Management's supervision.