



STRATEGIC PLANIFICATION AND MANAGEMENT SYSTEM MANUAL

DATE	REV	UPGRADE / REVISION
02/05/2017	00	Initial redaction according IATF 16949:2016 / VDA 6.3:2016 / ISO 9001:2015 / ISO 14001:2015
02/10/2018	01	Scope update due to ISO 14001:2015 audit.
20/02/2020	02	Update and review document
20/07/2021	03	Review procedures code
01/03/2021	04	Added ISO 9001 Talleres Maugo S.A. / ISO 9001 Maugo Poland SP.Z.o.o / ISO 14001 Maugo Poland SP.Z.o.o
03/03/2021	05	Revision point 21 figure.
13/03/2024	06	Update base on new company Azpiaran – remove Maugo Poland Sp Z.o.o.

This Manual is property of the **MAUGO GROUP** and is complemented by procedures, work instructions, guides and other documented information that define the systematics for the accomplishment of specific activities. This Manual serves as a permanent reference for the creation, implementation and maintenance of the organization strategy and the MAUGO GROUP Management System.

Written by	Reviewed BY	Approved by
Victor Prats / Quality Manager	Victor Prats /Quality Manager	Marc Migó / General Manager
		

1. PRESENTATION

MAUGO GROUP is composed by three companies with the aim of covering mainly the market segment of metal parts for automotive industry. The related companies are:

- Matrickeria R. MIGÓ S.L. founded in 1973
- Talleres MAUGO S.A. founded in 1976

With this Manual, MAUGO GROUP collects and describes the establishment of a global management system, based on IATF 16949:2016, ISO standard 9001:2015 and ISO 14001:2015, which focuses and supports in the leadership, planning, continuous improvement, management by processes, the risk analysis associated with processes, their opportunities for improvement and the satisfaction of customers and other interested parties.

2. INTRODUCTION

The adoption of a system management is a strategic decision for MAUGO GROUP in order to help improve the overall performance and provide a solid basis for sustainable development initiatives.

The main objectives of the establishment of a management system are the following:

- MAUGO GROUP internal and external growth.
- Ensuring and improving the ability to regularly provide products and services that meet customer requirements, always considering the legal and regulatory applicable rules and laws.
- Identify risks in order to avoid or reduce non desirable effects.
- Identify opportunities to increase customer satisfaction, improve the performance of MAUGO GROUP and improve the management system itself.
- Manage and control all MAUGO GROUP processes in order to identify weaknesses, recognize strengths and be able to manage them successfully.

The requirements specified in the following standards have been taken into account for the establishment of Management System of MAUGO GROUP:

- *IATF 16949: 2016 : Quality management system requirements for automotive production and relevant service parts organizations.*
- *ISO 9001: 2015 Quality management systems.*
- *ISO 9000:2015 Quality management principles.*
- *ISO 14001:2015 Environmental management system*

Management system is based on the **approach to processes** and the incorporation of the **PDCA (plan-do-check-Act)** cycle and **risk-based thinking**. The approach to processes enables MAUGO GROUP to plan their processes and their interactions as well as its control and verification methods. The PDCA cycle ensures that processes need and requires resources and that these are properly managed, that improvement opportunities are identified and acted upon. And risk-based thinking allows MAUGO GROUP to determine factors that could cause its processes and its management system to deviate from the planned results, establish preventive controls to minimize the negative effects and maximize focus of opportunities as they arise.

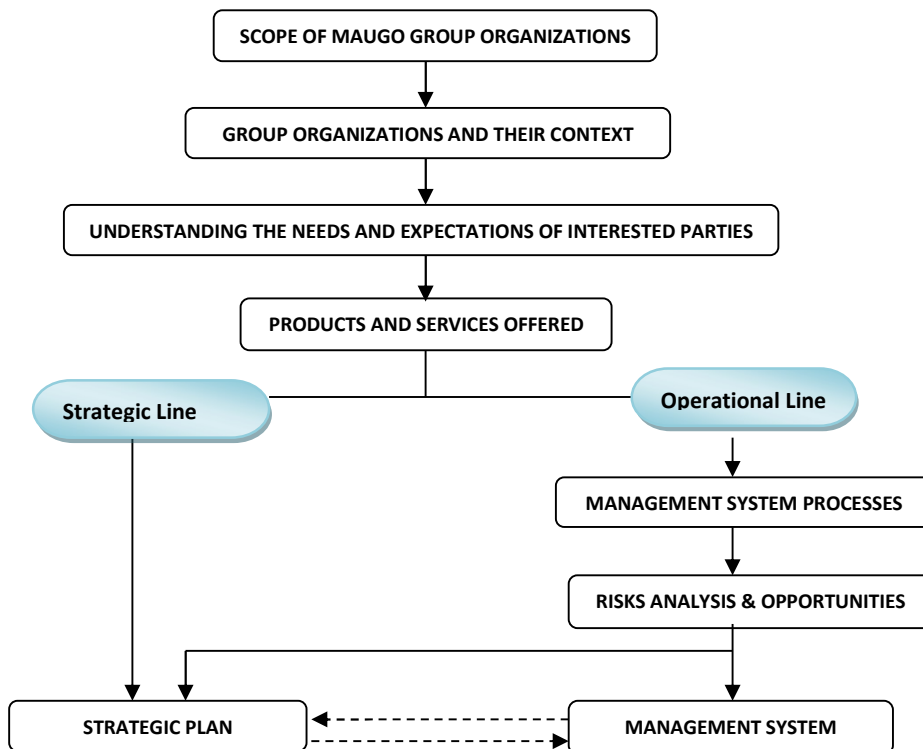
This manual aims to establish the steps to follow for a successful planning of the management system of MAUGO GROUP (incorporating the requirements of reference standards), in order to be able to implement, manage, maintain and improve a Management system appropriate, proportionate and successful against the objectives and needs of MAUGO GROUP and their markets and stakeholders.

3. PLANNING OF MANAGEMENT SYSTEM

As a starting point to identify the requirements necessary for the implementation of a satisfactory management system, it is necessary to identify the MAUGO GROUP context, determine the purpose of the MAUGO GROUP, internal and external issues, and identify the stakeholders and their needs and expectations.

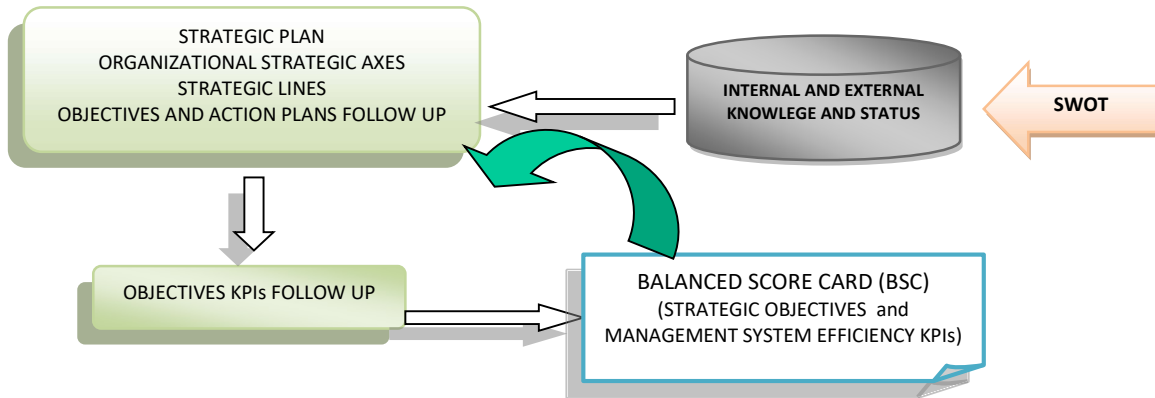
The identification and definition of the products and services that the MAUGO GROUP offers or intends to offer as a business line, allows us to determine the requirements to be fulfilled by our facilities, according to the capacities and needs of the MAUGO GROUP and the interested parties.

As a result of the identification of the context of MAUGO GROUP and its products and services offered, we establish for each company two lines: **Strategic and Operational**, according to the scheme below:



- The **strategic line** is based on the *Mission, Vision and Values* definition, the MAUGO GROUP Policy, and the commitment of the top management. That will serve as the framework for the deployment of the Strategic Plan, the establishment of objectives, and improvement plans. The Strategic Plan arises regularly for a period of 2-3 years.

❖ MAUGO GROUP employs the SWOT (strengths, weaknesses, opportunities and threats) method to elaborate a Strategic plan **FM1-SPMSM**, that allows the identification and definition of both strategic axes and strategic lines **FM2- SPMSM**, plus the deployment of the objectives and actions required **FM3- SPMSM** for get it:



4. CONTEXT OF MAUGO GROUP

To understand the organization companies of MAUGO GROUP and comprehend its context, each company made and completes the **MAUGO GROUP Context of the organization report (FM4- SPMSM)** which allows establishing documented identification and explanation of the key points of their context.

The context of the organization is reviewed in a yearly basis in the Management Review in order to identify possible changes or not over previously identified aspects that may affect MAUGO GROUP and the management system.

Knowledge of the context of MAUGO GROUP is structured according to:

- Definition of the **Purpose** of MAUGO GROUP companies. The purpose is the reason for existing, the definition of the Vision of MAUGO GROUP.
- Definition of **Internal issues**. Definition of internal values of MAUGO GROUP, (what we offer, how we offer it, etc..).
- Definition of the **External issues**. Definition of MAUGO GROUP outline, taking in consideration legal, technological, competitive, markets, culture, social or economic aspects.
- Identification of **Stakeholders** which are relevant in the management system (Interested parties).
- Identification of the **requirements and expectations of the stakeholders**.

5. PRODUCTS AND SERVICES

MAUGO GROUP identifies its products and services and determines their requirements, inclusive legal and regulatory requirements and those deemed by MAUGO GROUP itself. MAUGO GROUP ensures that can comply with statements about products and services it offers.

This definition of products and services takes into account the following aspects:

- Identification of products and services.
- Requirements specified by customers.
- Requirements for specific or intended use.
- Requirements of MAUGO GROUP.
- Applicable statutory and regulatory requirements.

The definitions of products and services can be checked periodically to ensure its adaptation to the needs of the market, technology, legislation or other possible changes that may influence them.

6. MANAGEMENT SYSTEM SCOPE

The scope of the system of management and their relationship with applicable norms, according the different MAUGO GROUP companies is:

MAUGO GROUP COMPANY	SCOPE	IATF	9001	14001
Talleres MAUGO, S.A.	Manufacturing metal parts by stamping, assembly and welding	X	X	X
Matrickeria R. Migó, S.L.	Production and management of tooling		X	

The scope takes into account the results of the report of each MAUGO GROUP company context, internal and external issues, as well as needs and expectations of interested parties, products and services offered by MAUGO GROUP. To consider that, according product and services approach of MAUGO GROUP companies, section 8.3 of IATF / VDA is excluded of the scope in all requirements applying to direct design of final product, taking into account that their job is to develop what customers had already designed. Exception made on Matrickeria R. Migó where all sections of ISO 9001 apply.

Customer’s specific requirements are taken into consideration by the organization and commercial process takes full responsibility of their compliance.

Talleres Maugo has to have influence capability in environmental improvement in own operations and outsourced processes.

Operational definition (Management)

7. ESTABLISHMENT OF MANAGEMENT SYSTEM AND APPROACH BASED ON PROCESSES

The structure of the management system is based on the PDCA cycle (Plan-Do-Check-Act) with the inclusion of the structural processes necessary for System maintenance and management. This structure is documented in the Process Interaction Map (**FM5- SPMSM**).

These structural processes of PDCA cycle are:

- **Leadership:** Key management system.
- **Planning:** Planning management system.
- **Support:** Determining management system support processes.
- **Operation:** Methods and activities of product and services deployment to fill requirements of the market.
- **Assessment of performance (verification and revision):** Methods of control and monitoring of activities, products and processes of management system.
- **Improvement:** Activation of actions for improvement, change management, continuous management and base system improvement for feedback on planning.

This structure of phases of PDCA cycle shows the interaction and sequence between the Structural processes and Management processes, which are collected in the processes table, attached to the same Process Interaction Map.

8. PROCESS-BASED APPROACH

Structural processes derive a set of **Management processes** that give content to achieve the objectives of the management system.

The following features are deployed for each management processes:

- The name of the process and related structural process.
- Reasons / objectives of the process.
- Inputs of process.
- Methodology used
- The process activities.
- Outputs of process.
- Necessary resources.
- Responsibilities and authorities.

These features are documented in the processes form (**FM6 SPMSM**).

These processes are based on the analysis of risks and opportunities. For each of the Management processes, MAUGO GROUP analyzes potential risks to identify potential issues that can lead to not achieving the objectives or affect the stakeholders. See risks and opportunities.

MAUGO GROUP regularly conducts an assessment of these Management processes to ensure that expected outcomes and planned targets are reached. For follow-up to the objectives set, is available the scorecard of indicators / objectives where are documented the performance results for later and consistent review and evaluation.

9. IDENTIFICATION OF RISKS AND OPPORTUNITIES

For proper planning of MAUGO GROUP management system, the identification of risks and opportunities of management processes is required in order to ensure that the Management system can get expected results, increase the desirable effects, make improvements, prevent or reduce undesirable effects, activating, as appropriate, corrective actions or improvement measures, allocating sufficient resources to manage them successfully.

10. PLANNING ACTIONS TO IDENTIFY AND ADDRESS RISKS AND OPPORTUNITIES

For risks identification that may affect the management system, MAUGO GROUP has addressed them considering all the management processes identified in the system, according each particular company and their scopes.

As a method of identifying risks and opportunities, a base oriented **FMEA** (Failure Modal Effects and Analysis) specific model is used. This adapted FMEA model assesses the deficiencies which may cause a malfunction or bad management of activities to be performed. On the other hand, it allows determining actions to deal with the risks with the aim of eliminating dangers, reduce or control them using a simple and systematic methodology which in turn allows you to prioritize actions to be determined.

This model of adapted **FMEA** is included in each Process form (**FM6-SPMSM**) and reviewed annually or, if necessary, when substantial changes occur.

Actions to implement and integrate into the management system can be divers, for example: actions to prevent risks, take risks to pursue opportunities, eliminate sources of hazards, modify odds and their severity, share risks, among others. In case of opportunities, initiate challenges of new products or services, applying new technologies, enable new markets for instance. They can rise to specific actions, a set of actions with a more strategic purpose (objectives) or operational controls to implement within the management system.

Action plans to intend operational internal improvement of MAUGO GROUP, are managed by **Management of non-conformities, corrective actions, improvement actions, and claims** (see procedure MAP-21).

Those actions that directly affect the strategy of MAUGO GROUP, are activated as **Strategic improvement goals**, which can in turn be seen, according to its extension and transversally, as action projects.

11. IDENTIFICATION OF ENVIRONMENTAL ASPECTS AND ITS EVALUATION

In order to plan and structure the process of environmental management of MAUGO GROUP companies where applies, it is necessary to identify those environmental aspects generated by the life cycle of products and services involved in the management system as well as the activities that support this system. So, it is necessary to assess its significance, as well as legal compliance thereof.

As a method of identification and evaluation of environmental aspects, the MAUGO GROUP has, when apply, the procedure of identification and evaluation of environmental aspects (see procedure MAP-30).

12. IDENTIFICATION OF LEGAL REQUIREMENTS AND ITS COMPLIANCE ASSESSMENT

In order to assure the degree of compliance of the environmental aspects and other requirements applicable to the activities, MAUGO GROUP has a method of identifying them and monitoring of its analysis. Moreover, assesses compliance regarding existing legislation, the requirements of third parties and/or the possible voluntary environmental requirements of the organization itself.

Strategy definition

In the same way that determines planning management system, with all of the information obtained from the internal reflections (context of MAUGO GROUP, products and services, processes, opportunities and threats and risks), MAUGO GROUP complements its model using a business strategy that splits according each particular group company where necessary.

13. MISSION, VISION AND VALUES

The strategy is based on **Mission, Vision and Values** definition of MAUGO GROUP, guiding its strategic planning.

- The **Mission** is the reason to exist as a company. Is the purpose of MAUGO GROUP.
- The **Vision** defines the goals that MAUGO GROUP intends to achieve in the future.
- The **values** are ethical principles on which the culture of MAUGO GROUP is based, and allow it to create patterns of behaviour and demonstrate its corporate personality.

Mission, Vision, Values and key success factors, are included in the “FM4-SPMSM_Context of the organization” of **MAUGO GROUP**.

14. INTEGRATED MANAGEMENT SYSTEM POLICY

With the Mission, Vision and Values determined, the General Manager of **MAUGO GROUP** establishes and implements the policy of the companies involved.

This policy is appropriate to the purpose (Mission and Vision of MAUGO GROUP,) as well as the context of this and supports the strategic direction. It is the reference framework for planning of the management system and their improvement goals. It includes a commitment to comply with the applicable requirements and to continuous improve the management system.

The policy is available to all the interested parties and documented in the **INTEGRATED MANAGEMENT SYSTEM POLICY (FM7-SPSMS)**. It has been prepared so that it can be understood by all the interested parties and applied within MAUGO GROUP.

15. IMPROVEMENT GOALS

Improvement objectives are goals and challenges that are defined based on the planning of Management system (applicable specifications, conformity of products and services, context of MAUGO GROUP, customer satisfaction, and performance assessment, among others) and the strategy of MAUGO GROUP. They have the policy of MAUGO GROUP as a frame of reference for objectives and pursue continuous improvement.

MAUGO GROUP sorting improvement objectives, complementary and aligned with its politics, in both areas defined in this manual:

- **Strategic objectives:** Are those derived from the MAUGO GROUP's strategy. Established to deal with the opportunities and threats, as well as activating measures for continuous improvement (see Strategic Plan **MAUGO GROUP**), and as part of the periodic review by the management team. The follow-up of these objectives is done through Strategic plan Scorecard.

- **Objectives of the management system:** These objectives are derived from the management system itself and are directly linked to the key performance indicators for each of these processes that contribute to the correct performance of the management system implemented. Also, chronological indicators effectiveness and efficiency results tracking are carried out by MAUGO GROUP Companies.

In any case, for the attainment of the various objectives, the parameters to be considered are:

- ✓ Expected result (indicators).
- ✓ Pursued target levels
- ✓ Actions to perform in order to achieve expected results
- ✓ Resources to achieve the objectives.
- ✓ Level of results achieved
- ✓ Responsible for management and control.
- ✓ Schedule of completion and/or performance.
- ✓ Method and frequency of evaluation, monitoring and review.

The objectives and results are communicated to MAUGO GROUP and its leaders by various means of communication: from meetings of the management system, the review of the system by the direction, directly responsible for each of the objectives, through internal panels or other communication platforms.

The follow-up of the objectives is carried out continuously and reviewed the results thereof, within the periodicity defined for such revisions (see procedure MAP-03-xx-xx).

16. LEADERSHIP AND COMMITMENT

MAUGO GROUP top management shows and applies their leadership and commitment to the system of management systems implanted:

- Being responsible about the effectiveness of the management system.
- Establishing a policy of the MAUGO GROUP and improvement objectives compatible with the context of MAUGO GROUP companies and its strategic direction as well as the requirements of the implanted system.
- Providing sufficient needed resources to efficiently manage the management system
- Defining and assigning roles and responsibilities to carry out management system.
- Integrating the requirements of the management system on the key processes of the business strategy of MAUGO GROUP.
- Ensuring the integration of the quality management system requirements into the organization's business process.
- Promoting risk-based thinking and the approach to processes.
- Communicating the importance of an effective and compliant management with all of the implemented management systems requirements.
- Ensuring the follow-up of results through reviews of management system.
- Committing, directing and supporting the internal management team in its commitment to the efficiency (quality, sustainability and safety) of processes, products and services.
- Promoting and building unequivocally the compliance with legal and regulatory requirements applicable to MAUGO GROUP.
- Keeping, leading and promoting permanently a dynamic of ethical management.
- Promoting continuous improvement.

Similarly, top management of **MAUGO GROUP** demonstrates his leadership and commitment in its customer approach by:

- Making sure that they determine, understand and meet the requirements of the parties concerned, including always the laws and regulations which apply.
- Making sure they are determined and considered the risks and opportunities that may affect the conformity of products and services and the ability to meet the expectations and needs of the parties concerned.
- Focusing in increasing customer's satisfaction.

The direction of **MAUGO GROUP**, supported by the internal management team, ensuring that responsibilities and authorities to cover the different profiles of required jobs and competencies associated with them, are determined, are assigned, are communicated and understood within MAUGO GROUP companies. These requirements are deployed through the procedure of Training; awareness-raising and training (see procedure MAP-04).

MAUGO GROUP maintains an organizational flow chart up to date, consistent with the roles and responsibilities required to manage MAUGO GROUP companies.

17. MAUGO GROUP CHART

To manage the responsibilities on involvement with the management system, as well as the associated responsibilities, job profiles, are defined the previous functional MAUGO GROUP chart-related.

In terms of the authorities and roles assigned from management, without prejudice to the non-delegable responsibility of QEM (Quality and Environmental Manager), included especially function:

The system of quality management (RSG) responsible:

- Make sure that the management system is in accordance with the requirements of the reference standard.
- Make sure that the processes are generating and providing the planned outputs
- Report to management and other internal managers, performance and achievement of the management system of the quality i about your opportunities for improvement.
- Make sure that the approach is promoted to client within the MAUGO GROUP.
- Ensure the coherence of the management system is maintained when they plan and implement changes.

18. CHANGE MANAGEMENT

If in any MAUGO GROUP company, afford a change that may affect the structure of the management system and/or the MAUGO GROUP itself, as well as internal processes, products and/or the provision of the service, that can be considered as a management change to document it. These changes can be promoted by external cause (legislation, regulations, competition, markets, customers, new technologies, etc...) or internal causes (needs of space, layouts, new processes, new products or services and improvements to manage risks and opportunities, etc.). So, when these items appear, we assess them and focus it with a systematic method (see procedure MAP-08).

19. EVALUATION OF PERFORMANCE. REVIEW AND REISSUE OF PLANNING AND STRATEGY

Planning of the quality management system and the establishment of requirements, bases and strategies of the same, are reviewed periodically in order to control and manage any changes to make, the changes and check if the information obtained and the planned strategy still remain valid and advancing according to the details and objectives.

Similarly, the resulting outputs of the planning of the quality management system are evaluated on a regular basis in order to carry out the same track, analyze and evaluate their results and to determine actions to improve, redirect or correct the incorrect or objectives results not achieved.

The following table shows which aspects of the planning of the quality management system are reviewed and methods:

ITEM TO REVIEW	FREQUENCY	METHOD	DOCUMENT
Context of the organization	Annually	Review through Management review	Management review report
Internal and external issues	Annually	Review through Management review	Management review report
Management System scope	Annually	Review through Management review	Management review report
Management System processes	Annually	Review through Management review	Management review report
Strategic Plan	Annually	Review through Management review	Management review report
Risk and opportunities analysis	Annually	Review through Management review	Management review report
Mission, vision and values	Annually	Review through Management review	Management review report
Management System Policy	Annually	Review through Management review	Management review report
Strategic objectives	According objectives	Follow up according KPI determined frequency	Strategic Balance Score chart
Process Efficiency KPI's	According objectives	Follow up according KPI determined frequency	Process Efficiency KPIs chart
Job description and organizational chart	Annually	Review through Management review	Management review report
Changes management	Annually	Review through Management review	Management review report

In the following table the monitoring and review carried out of those outputs of management system that can provide results that demonstrate the performance of the processes.

ITEM TO REVIEW	EVALUATION METHOD	FOLLOW UP FREQUENCY	ANALISYS FREQUENCY	DOCUMENTS
Management objectives (KPIs) / Performance evaluation	Quarterly review and evaluation of objectives results. Decisions taken. QEM, top Management and Departmental Managers participation in meeting.	Monthly	Quarterly	Meeting report. KPIs Scorecard. Strategic Scorecard
Improvement actions activated / implemented	Monthly review of action plan and quarterly review of them on time with objectives follow up meeting.	Monthly	Quarterly	Meeting report. Action plan
Corrective actions activated	Monthly review of action plan and quarterly review of them on time with objectives follow up meeting.	Monthly	Quarterly	Meeting report. Action plan
Customer feed-back analysis	Annual review of customer satisfaction and action plan decisions taken, Evaluation on annual review management meeting.	Annually	Annually	Management review report
Non conformity Products / services	Monthly record and evaluation by Department managers. Quarterly review within management evaluation review meetings.	Monthly	Quarterly	Meeting report. KPIs Scorecard
Audit management system results	Annual review of management system audits results. Evaluation on annual review management meeting.	Annually	Annually	Audits report. Management review report

ITEM TO REVIEW	EVALUATION METHOD	FOLLOW UP FREQUENCY	ANALISYS FREQUENCY	DOCUMENTS
External providers processes	Monthly review of external providers' performance results. Internal team (Quality/production/Purchasing). Evaluation on annual review management meeting.	Monthly	Annually	Meeting report. Management review report

20. REVIEW OF THE SYSTEM BY THE MANAGEMENT

Is the method of documentary collection and exploitation of global data of the Management system, led by management, in order to review and analyze the degree of compliance with the requirements and objectives of the own system of global management (performance, appropriateness, effectiveness, efficiency and alignment with the customer requirements and strategic planning of the MAUGO GROUP, identification of strong and weak points,...). Tool review employed also for the identification of opportunities for continuous improvement. See procedure MAP-03

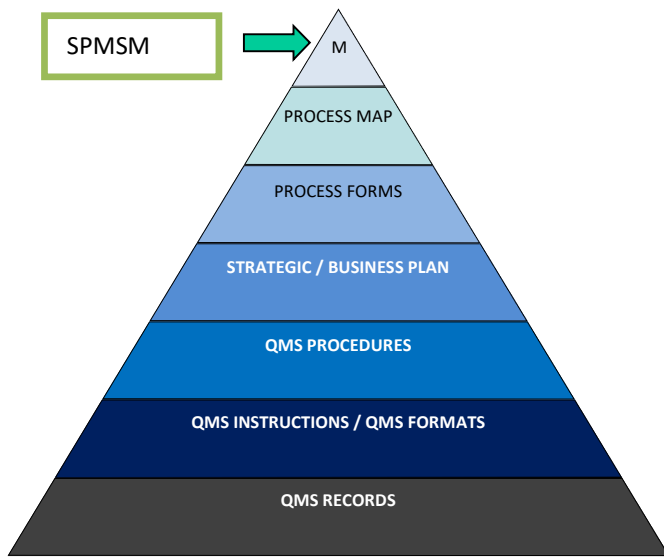
Ordinary, review periods are quarterly form (proceedings of review) and, one every year (year closed), the review report is documented by the QEM manager to share and validated by Steering Committee, which includes, among others, the following items revised of the period:

- Status of actions identified in previous reviews
- Changes in the management system. Includes among others: context of the organization, internal and external issues, scope of the management system, processes, risks and opportunities, policy of the management system, MAUGO GROUP organizational chart and profiles.
- Information on the performance and effectiveness of the management system. Including: feedback of the customer and stakeholders, objectives for improvement, performance, processes, conformity of products and services, non-conformities, corrective actions, results of monitoring and measurement, results of audits, external vendor performance.
- Adequacy of resources
- Effectiveness of actions taken to address risks and opportunities
- Opportunities for improvement

21. REISSUE OF STRATEGIC PLANNING

Similarly performed an annual review of the planning of the Management System, MAUGO GROUP performs a reissue of own strategic planning once every 2-3 years, to adapt it to the context of the moment and the reality evolving markets, technology and MAUGO GROUP status itself.

MANAGEMENT SYSTEM DOCUMENTARY STRUCTURE



	Manual collecting organizational strategy, planning methodology and the relationship with the management of the quality system
	Description of structural processes (according normative requirements) and their management processes. Described in the table of correlation between both types of processes.
	Deployment of different management processes, with indication of inputs, outputs, processes, methodology, property...
	Definition of the strategy, for a limited period of time, aligned with the interests own and based on efficient responses to needs and expectations of interested parties.
	Description of the methodology to be used to manage processes efficiently (How, who, when, what and where you register).
	Description of specific and concrete activities which complement the QMS procedures, in order to describe the necessary as certain task must be performed.
	Documented Information that collects, through evidence, as they have produced products or paid services, as they have managed and what are the results.

LIST OF THIS MANUAL DOCUMENTATION vs NORMS ITEM REQUIREMENTS

CODE OF DOCUMENT	DOCUMENT DESCRIPTION	IATF 16949:16 / ISO 9001:15 / 14001:15
SPMSM	Strategic Plan and management System Manual	4.1 / 4.2 / 4.3 / 4.4 / 5.1 / 5.2 / 5.3 / 6.1 / 6.2 / 6.3 / 9.3
FM0-SPMSM	MAUGO GROUP companies Organizational chart	4.1 / 4.2
FM1-SPMSM	Strategic Business Plan	5.1
FM2-SPMSM	Strategic Axes and Lines	5.1
FM3-SPMSM	Strategic Follow up form	5.1
FM4-SPMSM	Context of the organization report. Mission, vision and values	4.1
FM5-SPMSM	Process Map / Table of correspondence	4.4 / 6.2
FM6-SPMSM	Processes form / Risks and opportunities analysis report	4.4 / 6.2
FM7-SPMSM	Management System Policy	5.2
FM8- SPMSM	Maugo Group Normative requirements accomplishment list	(Only specific for Matricería R. Migó)

	PROCEDURE	IATF 16949:16 / ISO 9001:15 / 14001:15	TALLERES MAUGO	MAUGO Poland	M.R. MIGÓ
MAP-01	Documented Information creation and codification	Chapter 7	X	X	X
MAP-02	Control of Documented information	Chapter 7	X	X	X
MAP-03	Management Review. Continuous improvement	Chapter 9	X	X	X
MAP-04	Training, competence , awareness and motivation	Chapter 7	X	X	X
MAP-05	Equipment and infrastructures maintenance	Chapter 7	X	X	X
MAP-06	Offer quotation	Chapter 8	X	X	X
MAP-07	Inspection and identification status	Chapter 8	X	X	X
MAP-08	Modifications management	Chapter 8	X	X	X
MAP-09	Customer order management and production planning	Chapter 8	X	X	X
MAP-10	Customer complaints and consults attention	Chapter 10	X	X	X
MAP-11	Purchasing / Supply and outsourcing	Chapter 8	X	X	X
MAP-12	External Providers control	Chapter 8	X	X	X
MAP-13	Production	Chapter 8	X	X	X
MAP-14	Warehouse, expedition, invoicing	Chapter 8	X	X	X
MAP-15	Inventory control	Chapter 8	X	X	X
MAP-16	Traceability and product identification	Chapter 8	X	X	X
MAP-17	Test and inspection	Chapter 8	X	X	X
MAP-18	Measurement equipment control management	Chapter 7	X	X	X
MAP-19	Statistical technics	Chapter 9	X	X	X
MAP-20	Internal audits	Chapter 9	X	X	X
MAP-21	Non conformities / improvement actions / complains	Chapter 9 /10	X	X	X
MAP-22	Corrective and preventive actions	Chapter 9 / 10	X	X	X
MAP-23	Customer satisfaction	Chapter 9	X		X
MAP-24	Internal and external communication	Chapter 7	X	X	X
MAP-25	Process and tooling design	Chapter 8	X	X	
MAP-30	Environmental aspects identification and evaluation	Chapter 6	X		
MAP-31	Environmental objectives and programs	Chapter 6	X		

MAP-32	Legal requirements	Chapter 6	X		
MAP-33	Operational and verification control	Chapter 8	X		
MAP-34	Emergency respond	Chapter 8	X		
MAP-40	Procedure Production R.Migó	Chapter 8			X
MAP-51	Notification Modification Internal-External	Chapter 7	X		
MAP-52	Transfer Project Valls-to-Poland	Chapter 8	X		
MAP-53	Production Approval Procedure	Chapter 8	X		
MAP-54	FMEA-P	Chapter 8	X		



Talleres Maugo S.A.
 Pol.Ind. Ctra. del Pla nº 188
 43800 Valls - Spain
 Tel. +34 977 609 626
 maugo@maugo.com

Matrickeria R. Migó
 Pol.Ind. Ctra. del Pla nº 188
 43800 Valls - Spain
 Tel. +34 977 609 626
 maugo@maugo.com