



# Quality control procedure

Canal Movers & Logistics Corp.



## Quality control procedure

**Objective:** To describe the diverse mechanisms, actions and tools used to detect errors during the moving services provision by Canal Movers and Logistics Corp. As well as contributing to improve the quality on these activities.

**Scope:** This document applies to the quality management process activities, carried out by the latter within the limits of the Republic of Panama.

**Definitions** (according to ISO 9000):

**Quality Planning:** Part of quality management focused on setting quality objectives and specifying necessary operational processes and related resources to fulfill the quality objectives.

**Quality Control:** Part of quality management focused on fulfilling quality requirements.

**Quality Improvement:** Part of quality management aiming to increase the capacity to meet quality requirements.

**Quality management procedure:** In order to monitor if quality requirements has been met during service provision, Canal Movers & Logistics Corp. assigned the Supervisor of Quality Control and Customer Service (henceforth to be referred to as the quality representative) the following critical points:

**Observation of activities:** The quality representative will schedule visits to service areas (packing, unpacking, loading and unloading), in order to assess compliance with quality requirements. The result of the observations will be recorded. Records from each service will be used as an input to evaluate the packers' performance. The points to be observed during the inspections are the following:

- Correct work uniform status.
- Compliance with CMLC requirements.



## Quality control procedure

- Correct packing / unpacking techniques.
- Etiquette at customer's residence.
- Respect and authority.
- Stowage skills (only when applicable).
- Driving Skills (only when applicable).
- Customer perception on crew (if available).

The result of these observations will be documented and kept for one year.

Any requirements non-compliance, observations and recommendations for improvement resulting from inspections will be handled in accordance with the corrective, preventive and improvement actions procedure.

### **FAIM standard awareness**

The International Federation of Removal Companies FIDI (Fédération Internationale des Déménageurs Internationaux) has established a quality standard to ensure quality in the provision of international moving services for all its affiliates. This standard is known as FAIM (FIDI Accredited International Mover). Comprising structural, financial, customer service, claims handling, responsiveness, billing, ethics, honesty, corporate responsibility, export and import services provision, coordination of moving services, among other things.

Our organization adopts each FAIM current standard in order to provide higher quality service to our customers.

### **FAIM Standard Communication**

The FAIM standard is communicated to employees at all levels of the organization by means of the following:

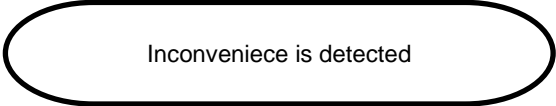
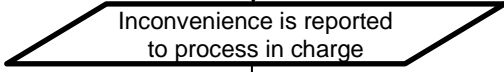
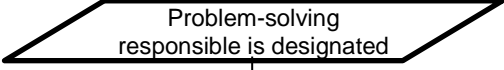
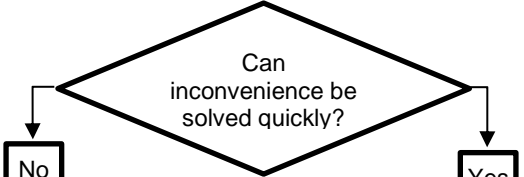

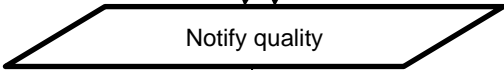
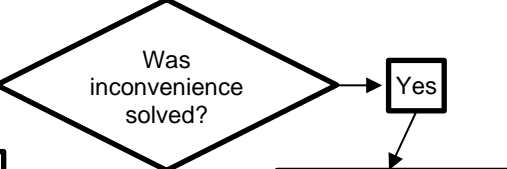

- emails, moveware, briefings, videos provided by FIDI, newsletters, posters, signals, policies



## Quality control procedure

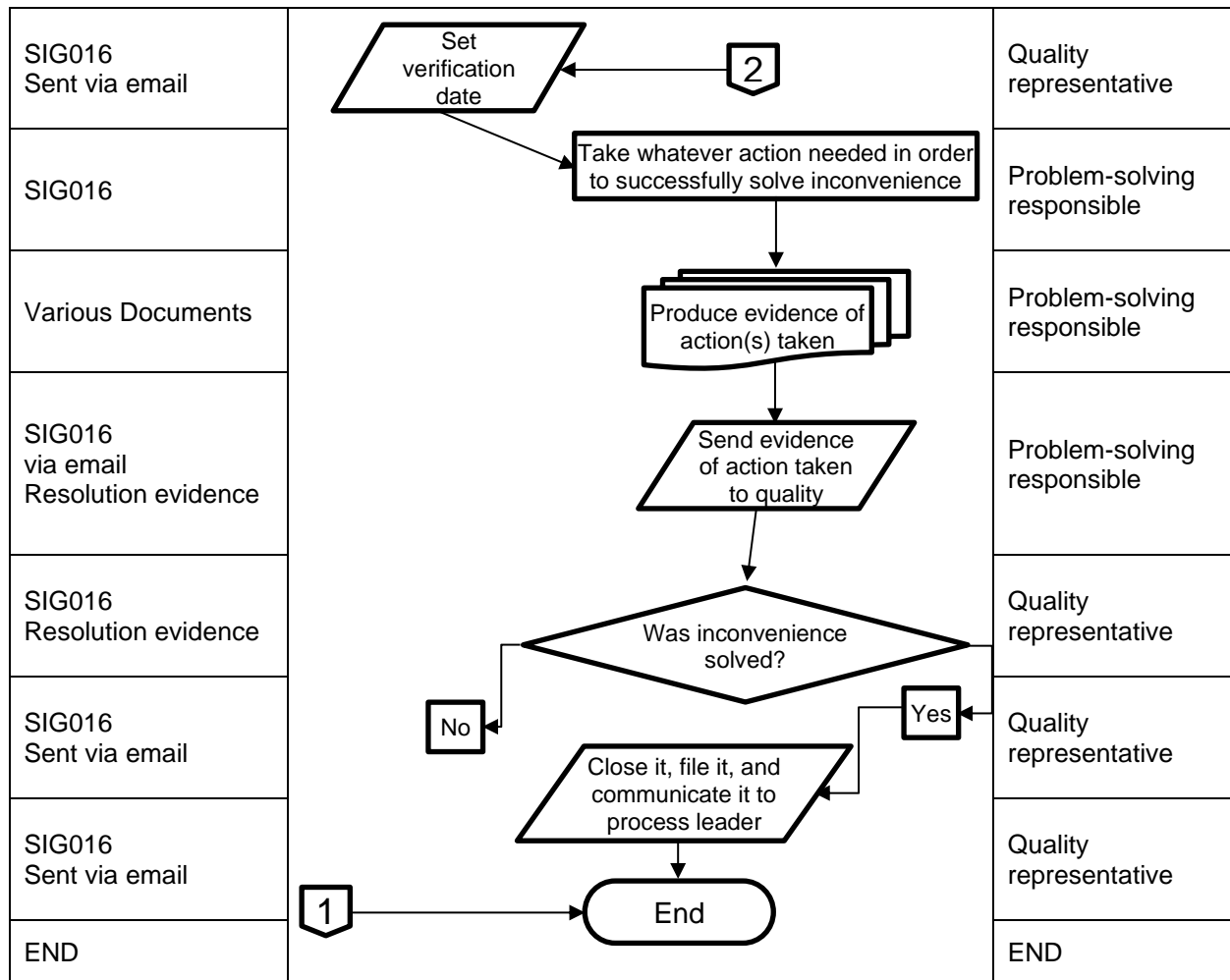
### Solving process problems (escalation)

During any stage of our supply chain issues can arise. These will be solved with a corrective action to eliminate the root cause of the problem, or through preventive actions to eliminate the potential cause of the problem. In short, the process of problem escalation in our supply chain works as follows:

Doc. Info.	Activities' flowchart	Responsible
N/A		Client Staff Agent (BA, OA, DA)
Email, phone call		Staff member
Email		Process leader
Root cause analysis (Within SIG016)		Problem-solving responsible
Action plan (Within SIG016)		Problem-solving responsible
SIG016 sent via email		Problem-solving responsible
SIG016		Quality representative
SIG016 Sent via email		Quality representative



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### Procedure review

Revisions to this procedure will be performed at least once a year during internal audits.



Héctor Alejandro Rodríguez

***Integrated Management System Sup.***