



QUALITY MANAGEMENT  
MANUAL

Date: 22/02/2008  
Code: MCM-001D  
Page 1 of 18

<b>Responsible Department:</b>	Quality
<b>Affected Departments:</b>	General Manager Administration Manager Sales Manager Technical Director
<b>Location:</b>	Archivo

<b>Made by:</b>	<b>Name and Position:</b>	<b>Date and sign:</b>
J.M. Soria	Quality Manager	22/02/2008

<b>Reviewed and approved by:</b>	<b>Name and Position:</b>	<b>Date and sign:</b>
Vicente Mayor	General Manager	22/02/2008

**0. Index**

<b>0. Index.....</b>	<b>2</b>
<b>1. Object and range.....</b>	<b>3</b>
<b>2. Related documents .....</b>	<b>3</b>
2.1. Distribution .....	4
<b>3. Glossary of terms.....</b>	<b>4</b>
<b>4. Development.....</b>	<b>5</b>
4.1. Company description.....	5
4.2. Management policy .....	5
4.3 Customer satisfaction.....	6
4.4 Objectives .....	7
4.5 Flow diagram.....	7
4.6- Responsibilities .....	10
4.7- Customer property.....	
4.8- Most important process maps .....	
4.8.1. Monitoring the quality system.....	14
4.8.2. Management of nonconformities .....	14
4.8.3- Continuous improvement .....	15
4.8.4-Global process map .....	16
4.9 – System documents.....	17
4.9.1-Internal documents .....	17
4.9.2 – External documents.....	18
<b>5. Historical changes .....</b>	<b>18</b>

## 1. Object and range

The purpose of this Quality Manual is to publicize and explain the quality policy of the company, how it is applied in daily work and what are the responsibilities of various departments regarding this policy, so therefore to follow a process in the production and distribution operations with quality output continuously optimized, and provide our customers with products that have all the guarantees provided. It is therefore a permanent reference for each and every employee of the company.

It reflects the organizational structure, interdepartmental relations, technical and administrative responsibilities, patterns of action and procedures to ensure the provision of services to meet the needs of our customers.

This manual is based on the reference model of the standard UNE-EN-ISO 9001 "Systems of Quality Management. Requirements", and its content applies to all business operations related to the following activities:

CERAMICA MAYOR SA is a company that manufactures brick and ceramic tiles. Referring to brick the traditional hollow brick is produced. The ceramic tile is manufactured as extruded and has also a great type of auxiliary element such as: step, flashing, railings, skirting, zanquin ... in a wide range of measures. Cerámica Mayor also produces Ceramic ventilated facade of different sizes and auxiliary parts such as: baguette, angle ... innovations in this type of product brought to obtain the alpha silver 2006 and the alpha gold 2007 granted in Cevisama.

## 2. Related documents

Norm UNE-EN-ISO 9001:2000	Systems of Quality Management. Requirements
Norm UNE-EN-ISO 9000:2005	Systems of quality management. Basis and vocabulary

Norm UNE-EN 771-1: 2003	Specification for masonry pieces. Part 1: Clay masonry.
Norm UNE-EN 771-1: 2003/A1	Specification for masonry pieces. Part 1: Clay masonry. Annex 1
Norm UNE-EN 14411:2004	Definition, classification, characteristics and marking of ceramic tiles

### **2.1. Distribution**

The following distribution list is used for the sending of controlled copies of the Quality Manual and subsequent amendments thereto:

General Manager  
Administration Manager  
Sales Manager  
Technical Director  
Quality Manager  
AENOR S.A.

It is understood as controlled copy of this manual, the copy marked permanently to each of the managers of the company or organization indicated previously.

The depositary of this copy accepts the commitment to carry out its return or destruction, if he was required at any time for MAYOR SA

### **3. Glossary of terms**

The definitions established in the UNE-EN-ISO 9000:2005, UNE-EN-ISO 9001:2000.

## 4. Development

### 4.1. Company description

MAYOR SA is a family PYME (SME,SMB) that was created on 10 July 1982 as SA by three brothers, Fernando, Vicente and Jorge Mayor and formerly called the "Widow and Children of Fernando Mayor Boluda" (father of this family) and who ran as the holder the mother of three brothers and formerly presided D. Mayor Fernando Boluda who inherited the ceramic craft from his father's D. Mayor Joaquin Galiana which in turn inherited the craft from his father D. Mayor Mariano Duch and that in 1903 established a new site located on the Road of Alcoy when still called the path of Alcoy, at this location was our father working until 1967 when he moved where we are currently working in Planet de the Molinera unnumbered. Since the death of D. Mayor Fernando Boluda, the company has invested and diversified product offerings given by Ceramics Mayor, and at first only bricks for ordinary hollow brick partitions were made and after continued investments and after installing an LNG cryogenic plant we are ready to offer the market the wide range of extruded tiles (both tiles and fittings and decoration pieces outsourced to other companies) with excellent features, as well as white body extruded pieces for ventilated facade with excellent technical characteristics.

### 4.2. Management policy

The general management of the company laid down in its letter statement of principles attached and addressed personally to all company employees, those principles and actions that should guide all activities of the company, taking into account always the ultimate objective which is the continuance and growth in the market with an upbeat assessment to ensure their competitiveness and continuous improvement.

Essential factors are those that relate objectively and realistically the product supplied to the market niche you are targeting, so it is emphasized in those principles which are considered to have a positive impact on the persistence and growth of MAYOR SA.

All employees:

Faced with new challenges in which we find ourselves because of the natural evolution of the market and with the primary objective to ensure our own permanence and growth is necessary to provide differentiated and unanimous performance criteria so that individual efforts are not undermined due to lack of clear guidelines or misinterpretations of the ways forward to achieve the objectives.

It is a primary condition in all our activities to have the prospect that they must always be based on that MAYOR SA is a customer oriented organization, understanding their needs and expectations so we get a balance between the client and other parties concerned, it is essential to unify these factors, the existence of people who coordinate the activities of the organization by designing leadership to create maintain the internal environment that engages all staff in achieving the objectives to promote staff participation in the active search for opportunities to increase their skills, knowledge and experience as being able to freely share this knowledge and experiences.

This interaction between all activities should be optimized considering its approach to processes, so that they can differentiate main activities from secondary or derived activities, and also to predict the results of these and define the resources required for each one of them. This provides us with the distinct knowledge to carry out the approach to the management system, we can also establish the interdependencies between the various system processes and promote continuous improvement through measurement and evaluation maintaining the idea that all activity is always room for improvement.

The obtained information , having been measured and evaluated, allows an objective approach to making decisions, while allowing access to the information to everyone who needs it.

As a last important factor to the success of our organization is to maintain a mutually beneficial relationship with suppliers, establishing clear and open communications, joint improvement activities and thus identifying and selecting key suppliers.

Thus is defined the frame of reference for the establishment and revision of objectives, which must ensure compliance with the primary aim of the company.

For all the foregoing, the management is committed to provide the resources needed for the proper running and development of the company, waiting for the support and collaboration of all staff to achieve the new goals we have set, and the commitment of fulfilling legal and regulatory requirements that are set.

The quality policy developed here is not intended to be an immovable and rigid institutional framework, it is a reference that should move and

conform according to new requirements and new strategies adopted for its implementation.

Vicente Mayor  
General Manager

#### **4.3- Customer satisfaction:**

Satisfaction surveys are conducted to our clients in order to determine the degree of their satisfaction. The criteria to follow is to conduct a survey of the annual rate to a client population of at least 50 customers (40 at least for stoneware, 10 at least for the brick) that are among the most billed 100 customers being the axis on which turns the activity of MAYOR SA to satisfy customer needs in an optimal way. For this, the company analyzes the survey results and any customer complaints, in order to initiate action plans to try to maintain at all times the position of market leadership.

#### **4.4-Objetives**

In the first quarter of the year the Quality Manager performs a review of the evolution of quality over the previous year under consideration: System internal audits, external audits, corrective and preventive actions, quality of products and processes, and general areas affecting the quality strategy As a result of this analysis and previewed with the General Manager presents the quality strategy for the current year on the first Management Committee.

Then and maintaining annually or when circumstances require, the Management Committee performs an exercise to identify and / or convert the Quality Strategy Quality Objectives

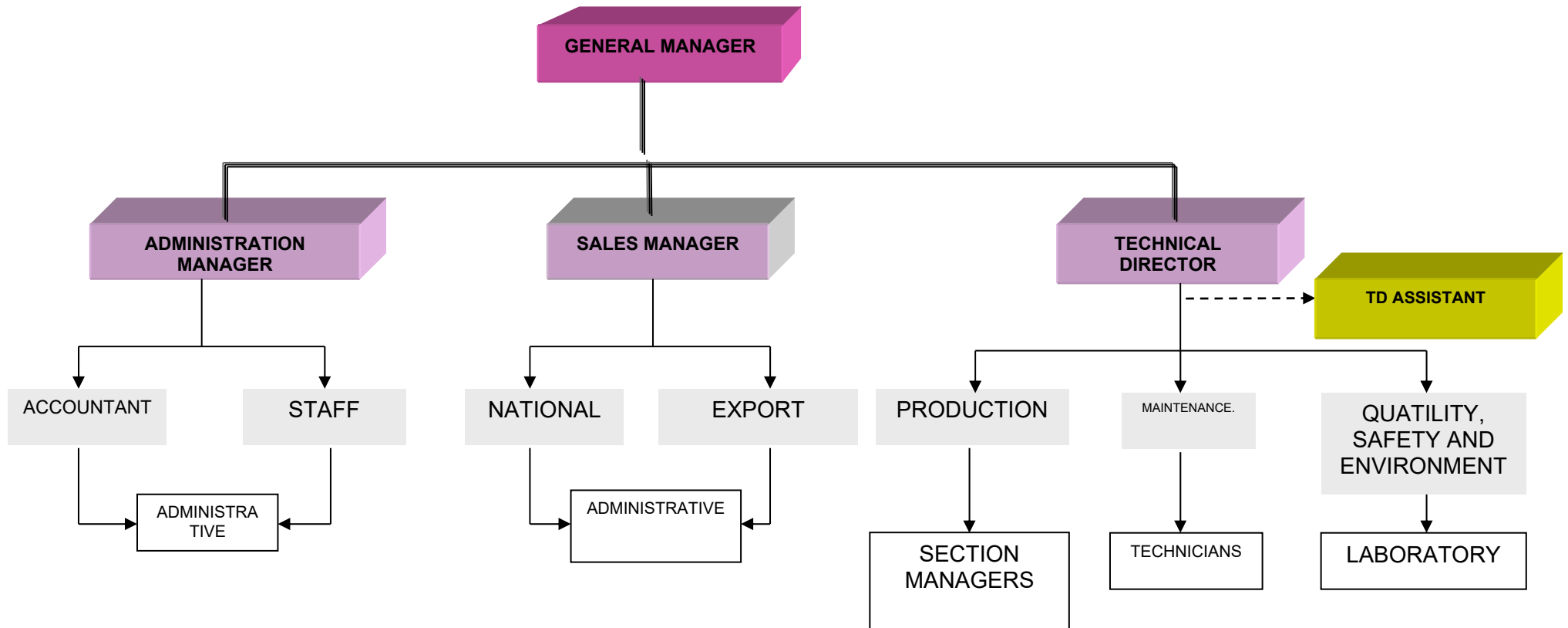
As a result of last period, the Management Committee approved the objectives for 2007 are reflected as a separate document: "list of indicators and 2007 targets. "

All these objectives are measurable, they are assigned annual achievement levels are reviewed periodically to track trends

#### ***4.5-Flow diagram***

In the flow diagram below shows the different positions being identified in the organization MAYOR SA





#### **4.6- Responsibilities**

##### **General Manager**

Has the responsibility to provide the strategic lines of operation of the company, representing the company against the appropriate legal bodies and to ensure financial resources for the normal development of their duties.

He is the person responsible for the proper functioning of the company, optimizing all the resources of the same

It is also ultimately responsible for the quality of processes and products manufactured in SA MAYOR

Establishes the Quality Policy and determines what means are necessary so it can be carried out.

Quality objectives are defined through meetings with various departments and through periodic reviews of the quality system.

He is responsible for approving the Management Manual and Procedures that support the quality system.

He is responsible for managing / staffing, and personnel policies, establishing rules of conduct and performance, and taking care of good climate and relationships within the company.

Is responsible for overseeing and signing of declarations of conformity of the products manufactured at the company..

##### **Administration Manager**

Develop, implement and monitor the strategy on economic and financial structure of the Company approved by the Board of Directors and reflected in the Strategic Plan.

Proper conduct of the representation of the company in its external economic relations and taking responsibility for enterprise-level global image.

The management, motivation, control and coordination of the team which oversees the proper implementation of management systems, the rest of the workforce within the conceptual and operational framework Strategic Management and Participative.

The management and control of the company, through its management, its economic and social aspects, in response to their actions before the General Management.

The clearance of accounts to the General Manager , both as regards the proceedings as to the results of the company, for which they meet regularly with the same and transmits the information provided.

Is responsible for overseeing the company's accounting, controlling and making continuous monitoring of customer charges and payments to suppliers. Also handles relations with the banks.

Is responsible for relations with the accountant and labor assessor.

Has the responsibility to develop status reports for management.

Is responsible for the generation and maintenance of documentation and records assigned to it and ensure that the Quality Policy laid down by the Management is satisfied in its area of responsibility.

### **Sales Manager**

Develop plans and actions in the short and medium term to achieve the objectives set by the company, designing appropriate strategies and monitoring their implementation.

Research the market, anticipating its evolution and anticipating the necessary measures to adapt to the new tendencies and trends.

Direct the activities of the existing commercial network, forming the team and motivating it.

Set both pricing and conditions of sale and distribution channels.

Responsible for the negotiation and monitoring of large accounts.

Conduct follow-up actions to ensure maximum effectiveness in achieving objectives.

Is responsible for the generation and maintenance of documentation and records assigned to it and ensure that the Quality Policy laid down by the Management is satisfied in its area of responsibility.

### **Technical Director**

Prepare and maintain production programs according to the forecasts received from the Commercial Department.

Study the future needs of technological means for searching and purchasing on the appropriate timescale.

Organize human and technological resources at their disposal for the effective discharge of the functions required in your area.

Maintaining appropriate contacts with suppliers to discuss product features, quality, conditions of service.

Is responsible for the generation and maintenance of documentation and records assigned to it and ensure that the Quality Policy laid down by the Management is satisfied in its area of responsibility.

### **Quality Manager**

He is the person designed as representative of the Management and therefore assumes all responsibilities designated to this figure within the quality system of the company.

He is the person responsible for implementation and continuous improvement of Quality System, the realization of the internal audit plan and its implementation.

Planning and development of quality activities, working in collaboration with other areas of the company to establish quality protocols, development and maintenance of all necessary documentation for the management of the system itself and the original signed files both current and obsolete.

Keep track of the quality procedures UNE-EN-ISO 9001:2000

Identifies, analyzes and manages the incidents and non-conformities that may arise along the quality process in place and proposes corrective actions to prevent their recurrence. Likewise, the quality manager will verify that these corrective actions have been carried out on schedule.

Will report Reports to Management taking responsibility for aspects of quality and proper functioning of the organization in quality processes. Establishes the annual internal audits.

Determines and initiates actions to be taken arising from the audit report.

Receives the audit report.

Primarily responsible for developing, maintaining and updating a set of indicators and objectives of the company's business

### Internal Auditor

He is the person responsible for carrying out internal audit of the quality system implemented.

The main functions of internal auditor are:

Observe the requirements for audit and other appropriate guidelines, deeply studying the documentation.

Prepare plan to carry out the audit

Prepare the audit, readying the necessary work documents (checklists, preliminary observations, etc.).

Act in accordance with the applicable requirements in the audit.

Fill in the comments.

Raise and submit the audit report to: management, quality manager and audited.

Preserve and safeguard the documents pertaining to the audit (availability, confidentiality, etc.).

Inform the manager about any obstacles encountered during the development of audit.

Immediately report any non-compliance audited critical found.

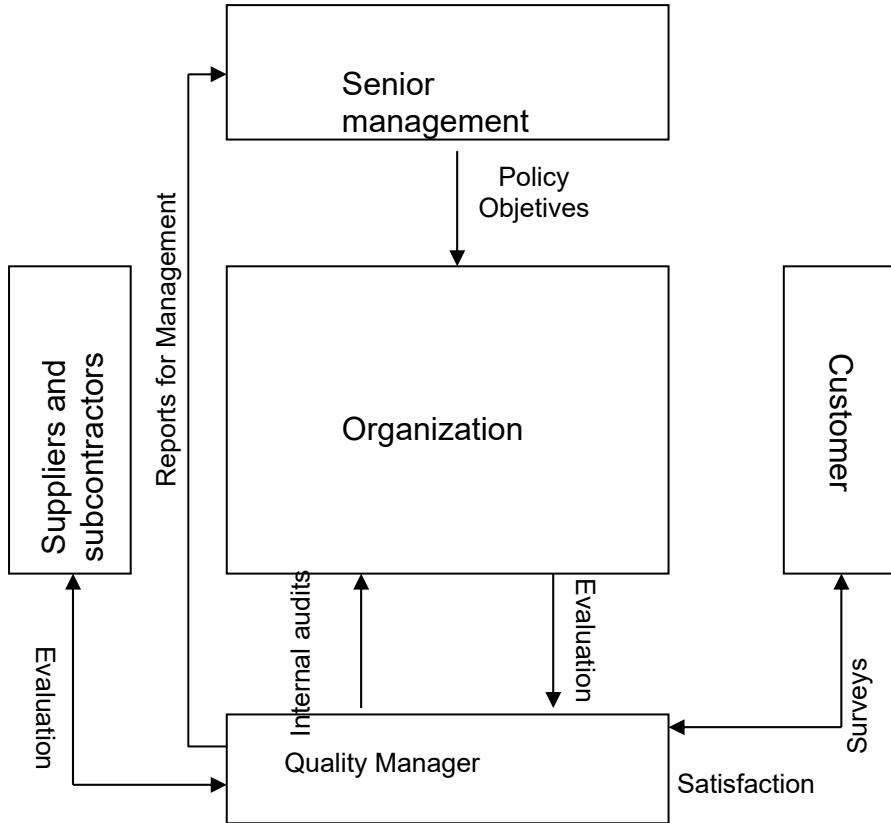
#### **4.7- Customer property**

*CERAMICA MAYOR SA, has nothing like the usual way of client property. All raw materials, production materials and packaging are provided exclusively by MAYOR SA*

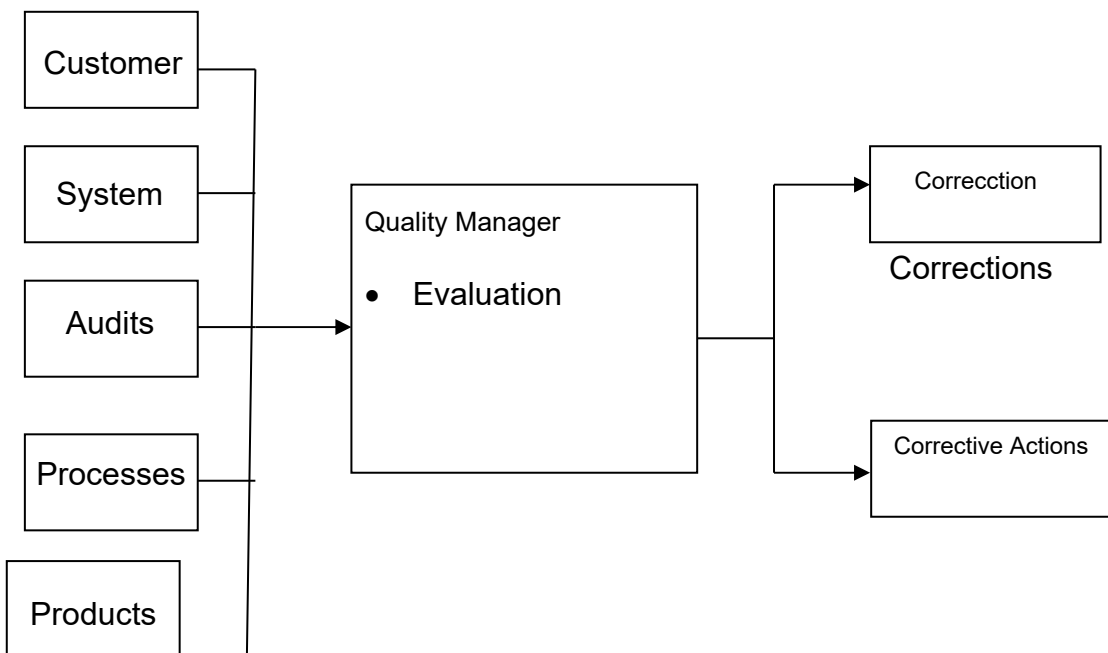
*In the event that a customer have to provide us with material to process, This case will be treated like own material CERAMICA MAYOR SA*

#### 4.8- Most important process maps

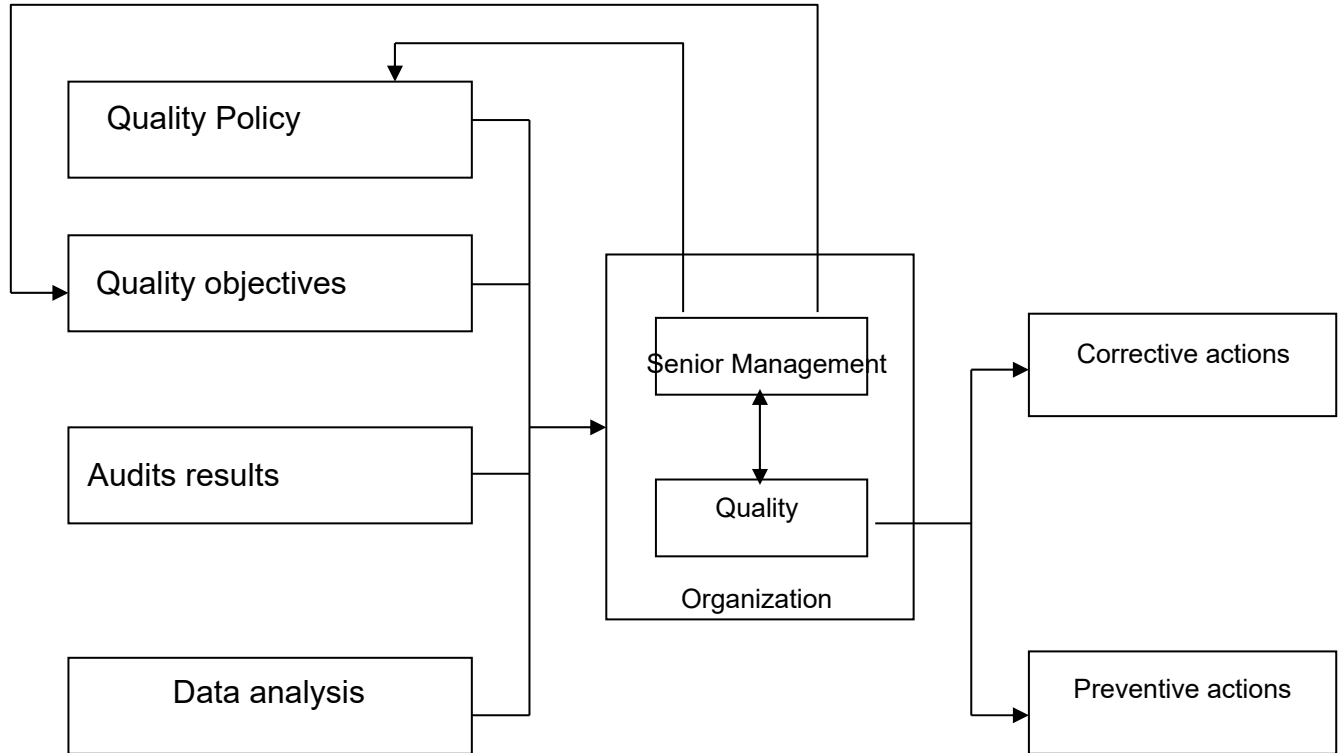
##### 4.8.1. Monitoring the quality system



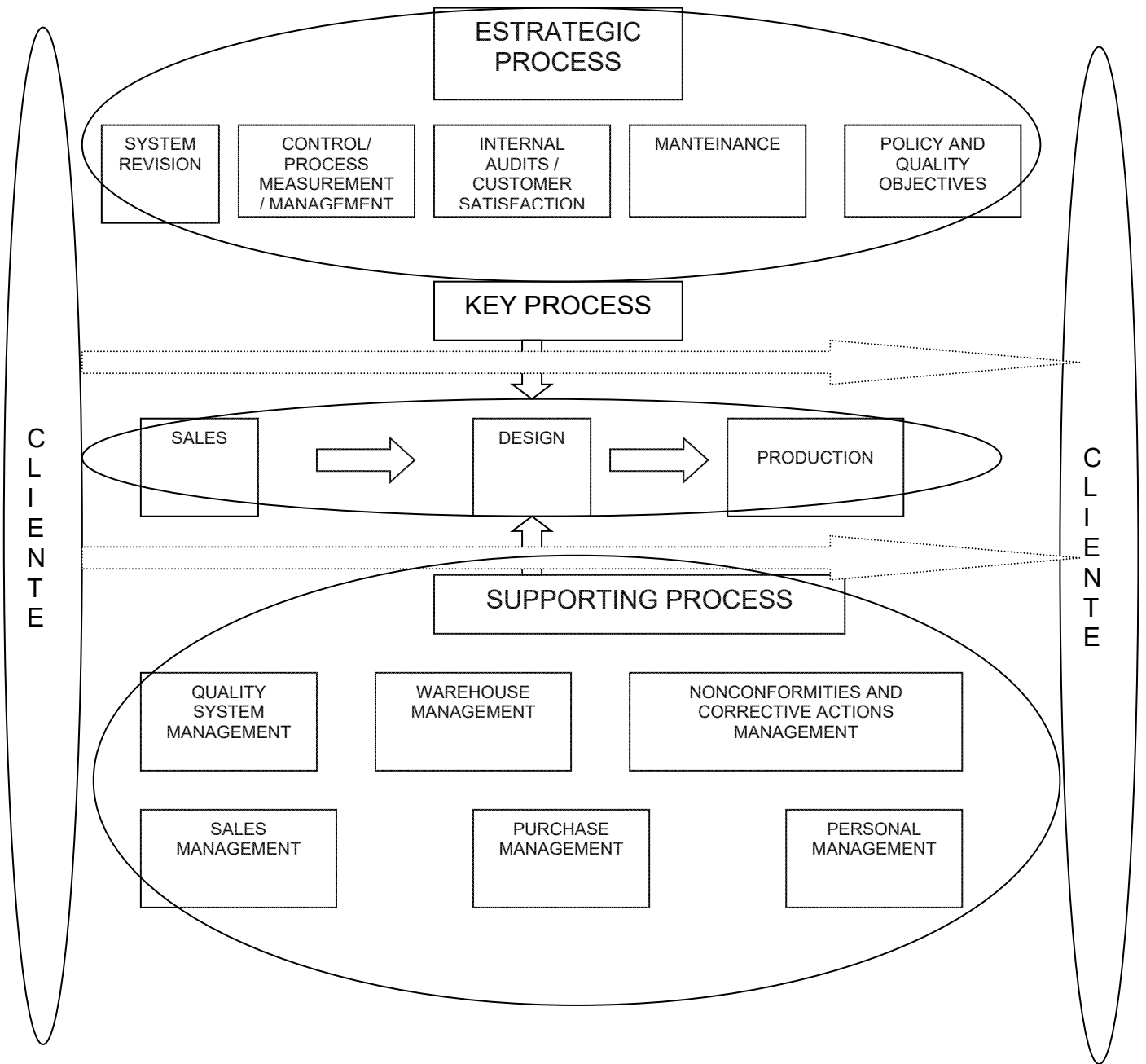
##### 4.8.2. Management of nonconformities.



### 4.8.3- Continuous improvement



4.8.4-Global process map





#### 4.9 – System documents

##### 4.9.1-Internal documents

◆ General procedures

Code	Name of the document
PRG-001	Documentation: their requirements and control
PRG-002	Nonconformities: their study, management and prevention
PRG-003	The review of the system by the Management
PRG-004	Internal audits: their planning, implementation and management
PRG-005	Purchases: management
PRG-006	Design and development
PRG-007	System review
PRG-008	Formation
PRG-009	Ceramic tiles control process
PRG-010	Brick control process

◆ Work instructions

List of IP's updated "List of Documents in use"

◆ Product data sheets

List of product data sheet updated in the list of IP's updated "List of Documents in use"

◆ *Records*

*List of records updated in "List of Documents in use"*

## 4.9.2 – External documents.

List of external documents updated in *"List of Documents in use"*

**5. Historical changes**

<b>Revisión</b>	<b>Fecha</b>	<b>Resumen de cambios</b>
A	31/05/2007	Document generation
B	16/07/2007	Objectives in a document apart
C	17/09/2007	Elimination of 4.7 "exclusions "
D	22/02/2008	Organizational change in 4.5 (elimination of detail sections) 4.8.4 Change in the "global process map"