



**COPLAINSA®**

# 14 QUALITY PRINCIPLES

**Integrate them into our processes and procedures**



**Customer  
focused**



**Goals  
achievement**



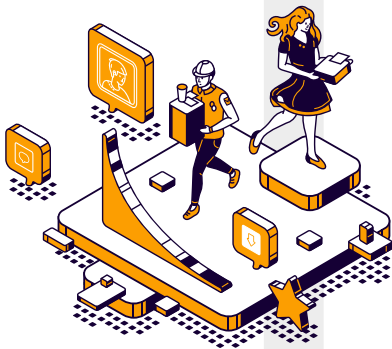
**Constant  
innovation**

# Alert



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Customer complaints are communicated throughout the company. Then we placed an alert at the workstation where it was generated.



# Attention / Retention



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In case a quality or process deviation is detected, the operators and the production team must apply a Reaction and Escalation Plan.



# Instructions



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Safety instructions, health, method and inspection sheet must be present at the work station



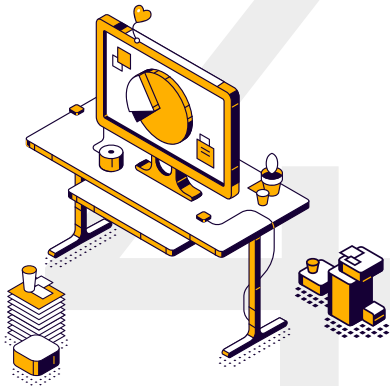


# Process Parameters



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Process tolerances or targets must be respected.

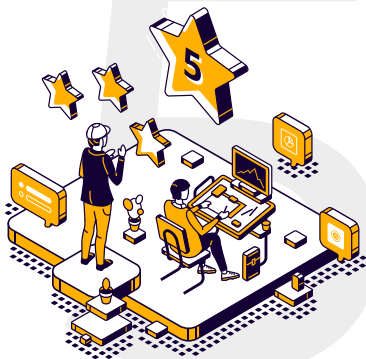


# Measuring and testing equipment



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We verify measuring and testing equipment on a regular basis.

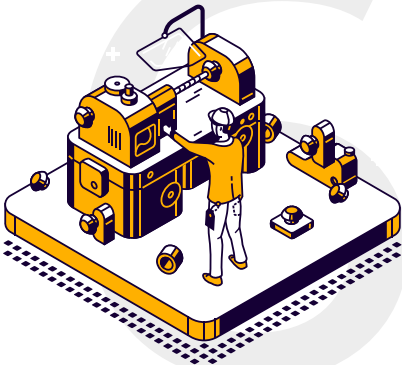


# “Check the checker”



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Regular testing of the fail-safe equipment is required.

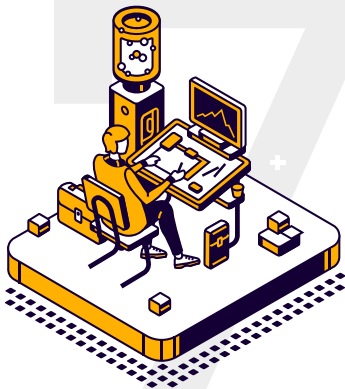


# Total Productive Maintenance



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Autonomous maintenance must be performed and visible for each workstation.



# Mold tools



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Each productive tool has a defined life cycle, the status and an evaluation of the quality of this tool must be performed at installation, change or maintenance.



# Restart



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Resets must be clearly defined and regulated for all machines and equipment.



14 quality principles

[coplainsa.com](http://coplainsa.com)

# Labeling



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Products and containers must be labeled according to their standard, and all persons handling them must know the standard corresponding to their process.



# Rework / scrap



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Handling of scrap and rework parts must be fully regulated.



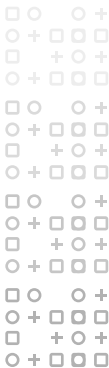


# Pieces on the ground



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Any product found on the floor cannot be used and must be sent to waste.



# Suitable products



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Only compliant or correct products  
should be available for use.



# Leftover items



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The handling of leftover items and their quantities must be regulated.





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