 <b>QUALITY MANUAL</b>	DOCUMENT CODE		
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### **Operation planning and control**

Lopez Holdings Corporation's management conducts annual QMS planning to determine the following;

- a) Quality objectives and requirements for the services;
- b) Control and criteria, including agreement to comply with all pertinent laws and standards, for the process and acceptance of services (such laws and standards cover prohibition of forced labor, child labor, human rights and environmental violations, and bribery and corruption, among others).
- c) Resources needed to achieve conformity to the service;
- d) Documented information to have confidence that the processes are carried out as planned and to demonstrate conformity of service to requirements.

The Department heads are responsible for documenting and monitoring implementation of these requirements in their Functional Quality Objectives and to their operational procedures.

### **Requirements for products and services**


Process owners are responsible for the determination and review of requirements related to the provision of service including applicable statutory and regulatory requirements.

Where service requirements are changed, the process owner shall ensure that relevant documented information is amended and relevant personnel are made aware of the change in requirements.

The Department Heads and process owners implement effective arrangements for communication with customers in relation to inquiries, service requests, customers' feedback including complaints.

### **Control of externally provided processes, products and services**

Lopez Holdings Corporation ensures that purchased products and services conform to specified requirements. The type and extent of control applied to the supplier and the purchased products and services depend on the effect of the purchased products or services on subsequent service realization.

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Purchasing information such as Purchase Order or Service Contract shall describe the services to be purchased, including, where appropriate:

- a) The processes, products and services to be provided;
- b) Requirements for approval of the product, procedures, processes and equipment;
- c) Competence including any required qualification of personnel;
- d) External providers interactions with the organization
- e) Control and monitoring of external providers performance
- f) Verification or validation activities to be performed at the external providers premises.

#### **Production and Service Provision**

Lopez Holdings Corporation services are planned and carried out under controlled condition. Information describing the characteristic of the products including the resources needed for the service provision is available. Monitoring and measurement activities, service delivery and post delivery activities shall be implemented as planned.

#### **Identification and Traceability**

Lopez Holdings Corporation identifies the services by customer name throughout service realization. The respective departments identify the service status with respect to monitoring and measurement requirements.


#### **Property belonging to customers or external providers**

Lopez Holdings Corporation exercise care with property belonging to the customer or external providers. If any property belonging to customers or external providers is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and documented information shall be maintained.

#### **Preservation**

Lopez Holdings Corporation preserves the output during service provision. The preservation include identification, handling, packaging, storage and protection.

#### **Post-delivery activities**

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Lopez Holdings Corporation meets requirement for the post-delivery activities associated with the services. It takes into consideration the statutory and regulatory requirements, customer requirements and feedback.

### **Control of Changes**

Lopez Holdings Corporation ensures that changes in service provision are reviewed and controlled to ensure continuing conformity to requirements. Documented information is retained describing the results of the review of the changes, person authorizing the change and actions arising from the review.

### **Release of services**

Lopez Holdings Corporation implements monitoring and measurement activities at appropriate stages to verify that service requirements have been met. Documented information is retained to show evidence of conformity with the acceptance criteria and traceability of the person authorizing the release.

### **Control of Nonconforming Output**


Lopez Holdings Corporation ensures that services that do not conform to requirements are identified and controlled to prevent their unintended use or delivery. The controls and related responsibilities and authorities for dealing with non-conforming services are defined in a documented procedure.

Lopez Holdings Corporation shall deal with a non-conforming service by:

- a) Correction;
- b) Segregation, containment, return or suspension of provision of service;
- c) Informing customer;
- d) Obtaining authorization for acceptance under concession.


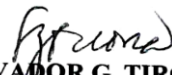
Documented information that describes the nature of non-conformities, actions taken, including concessions obtained are maintained.

The Department Heads are responsible for implementing this policy.

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Reference:

- PM-LHC-03-01 Purchasing
- PM-LHC-03-02 Disbursement Procedure
- PM-LHC-03-03 Rendering Legal Service
- PM-LHC-03-04 Publications
- PM-LHC-03-05 News Monitoring and Press Releases
- PM-LHC-03-06 Corporate Advertising & Event Management
- PM-LHC-03-07 Portfolio Management
- PM-LHC-03-08 Legal Compliance Procedure
- PM-LHC-03-09 Money Market Placement
- PM-LHC-03-10 Recruitment
- PM-LHC-03-11 Training Procedure
- PM-LHC-02-05 Procedure on Control of Non-conforming Products/Service

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