



Process Documentation

Macro Process Name: Environment and Sustainable Development

Process Name: Waste Management

Vice-Rectorcy: Administrative

General Management: Campus Administration

Address: General Services

Area: MADS

"General Directorate of Planning and Evaluation"


September, 2017

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1 Change Control

The following table shows the changes made to the present document with the facility to identify the reasons and responsible parties.

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		Fundación Universidad de las Américas, Puebla.			
Identification:		Waste Management	Version	2.1	Page: 2 of 15
Date of preparation January, 2017		Date of last revision February, 2017		Date of approval September, 2017	
Prepared by		Reviewed		Approved	
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Change Control					
No. Edition	Description of Change			Date	
1	Document creation			September, 2017	

2 Objective of the Document

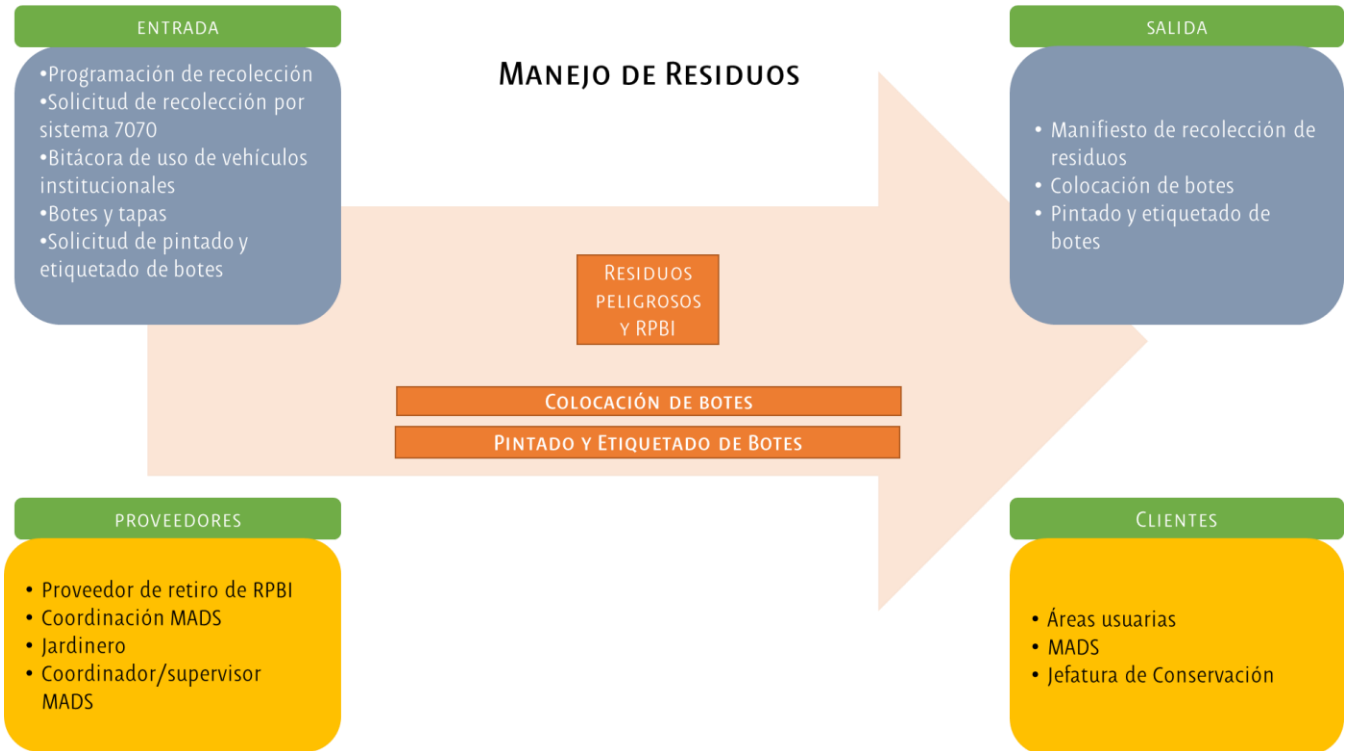
To provide guidance for the operation of the **Waste Management** process, including its relationships with other complementary processes, as well as the mechanisms employed to minimize process time and increase service levels.

3 Process Framework

Describe the As-Is model of the **Waste Management** process and the sequential order of the activities or steps that are followed to comply with the official standards in order to maintain clean and safe spaces for recreation and the development of the activities of the university community.

3.1 Process Map

Derived from the Institutional Macro Process, the following process is part of the Support Processes and contributes systemically to the Infrastructure



a) General Objective of the Process

Remove and temporarily store hazardous waste generated in the different laboratories of the UDLAP to comply with the Official Standards, maintaining clean, safe spaces for recreation and the development of the activities of the university community.

b) Specific Objectives

- Execute the program of removal and temporary storage of hazardous waste, for storage and delivery to an external supplier.
- Establish a maintenance plan for the garbage bins placed in strategic areas of UDLAP in order to maintain a clean campus.

3.2 Process Scope

Perform RPBI removal activities in UDLAP laboratories (CI, LB, LA, Clinical Analysis, Medical Services and SL) of RP (CI, LB, LA, Clinical Analysis, Medical Services, SL, Culinary Arts, Photography, Boilers, Colleges, CE, Publications) and placement of Bins on Campus that are generated from the annual maintenance plan (weekly schedule) or by request through the 7070 system.

4 Process Description.

4.1 Subprocess "Hazardous Waste and Biohazardous and Biological Infectious Waste".

Objective of the Sub Process

Removal of hazardous waste from the generating spaces, for the conservation of clean and safe spaces for the university.

Description of Roles

The following table provides the descriptions of the roles corresponding to this sub process:

Role	Description
MADS Coordinator	<ul style="list-style-type: none"> • Schedule collection of RPBI • Indicate route, date and time to personnel
User Areas	<ul style="list-style-type: none"> • Request extraordinary collection by system 7070
MADS Staff	<ul style="list-style-type: none"> • Put on safety equipment • Move to collect RPBI by scheduled route • Report to personnel responsible for the area • Leave a visit notice if the site is closed • Knot bags that are in use and remove • Remove bags from deposits • Wait for logbook signature by area manager • Transfer waste to eco • Deposit waste in containers by type of RPBI and keep lids closed. • Quantify and weigh RPBI • Record data in logbook

Role	Description
	<ul style="list-style-type: none"> Sign and keep manifest
Area Manager	<ul style="list-style-type: none"> Fill out logbook and sign the collection
RPBI Removal Supplier	<ul style="list-style-type: none"> Waste collection in UDLAP facilities Deliver manifest specifying type and weight of RPBI

Integration

The following table shows the inputs and outputs, suppliers and customers corresponding to this sub process:

Supplies and Products		Users	
Entrance	Exits	Suppliers	Customers
<ul style="list-style-type: none"> Collection scheduling Collection request by system 7070 	<ul style="list-style-type: none"> Waste Collection Manifest 	<ul style="list-style-type: none"> RPBI removal supplier MADS Coordination 	<ul style="list-style-type: none"> User areas

Formats and tools

The following table details the formats and tools that have been referenced in the description of each of the sub-processes mentioned above.

Type of Document	Name of Document	Responsible
Format	<ul style="list-style-type: none"> Notice of visit 	MADS Staff
Tool	<ul style="list-style-type: none"> Collection logbook Manifesto 	MADS Staff
	<ul style="list-style-type: none"> System 7070 	User Areas

Sub-process activities

The following table shows the activities of the sub process according to the administration and operation within the Institution.

Sub Process: Hazardous Waste and Biological Infectious Hazardous Waste		
Activity	Description	Responsible
1.	Home	MADS Coordinator
2.	Scheduled RPBI removal?	MADS Coordinator
3.	No: Request extraordinary collection by system 7070. Follow step 6	User areas
4.	Yes: Schedule collection of RPBI	MADS Coordinator
5.	Indicate to personnel route, dates and times	MADS Coordinator
6.	Put on personal safety equipment (NOM-017-STPS-2008).	MADS Staff

Sub Process: Hazardous Waste and Biological Infectious Hazardous Waste		
Activity	Description	Responsible
7.	Go to the collection site on the day and date scheduled for the programmed route (Eco zone-LB-CI-LA-LA-clinical analysis-medical services-SL-eco zone).	MADS Staff
8.	Place is closed?	MADS Staff
9.	Yes: Leave a visit note. Follow step 6	MADS Staff
10.	No: Report to personnel responsible for the area for removal of RPBI.	MADS Staff
11.	Is responsible personnel available?	MADS Staff
12.	No: Follow step 9	MADS Staff
13.	Yes: make the removal by knotting bags that are in use.	MADS Staff
14.	Remove other bags, which must be sealed or knotted, and deposit residues (NOM-087-ECOL-SSA1-2002).	MADS Staff
15.	Wait for the signature of the person in charge at the laboratory door (Collection logbook).	MADS Staff
16.	Fill in collection data and sign logbook (Collection Logbook)	Area Manager
17.	Transfer waste to eco zone by the designed route (Eco zone-LB-CI-LA-LA-clinical analysis-medical services-SL-eco zone) and approved without exceeding the load capacity.	MADS Staff
18.	Deposit waste into containers by type of RPBI and keep lids closed (NOM-087-ECOL-SSA1-2002).	MADS Staff
19.	Quantify and weigh RPBI	MADS Staff
20.	Record data in logbook	MADS Staff
21.	Going to waste collection facilities	RPBI Removal Supplier
22.	Collect waste and deliver manifest specifying type and weight of RPBI removed (Manifest of delivery, transportation and reception of hazardous waste).	RPBI Removal Supplier
23.	Sign Manifest (Manifest of delivery, transport and reception of hazardous waste)	MADS Staff
24.	Manifest (Manifest of delivery, transportation and receipt of hazardous waste)	MADS Coordinator
25.	End	MADS Coordinator

4.2 Subprocess "Placement of Special Trash Cans for Events".

Objective of the Sub Process.

Place trash cans in the required spaces, according to the logistics of the different events, in order to generate clean and attractive spaces for the university community.

Description of Roles

The following table provides the descriptions of the roles corresponding to this sub process:

Role	Responsibility
Gardener	<ul style="list-style-type: none"> Verify truck operation Record travel data in the logbook for use of institutional vehicles

Role	Responsibility
	<ul style="list-style-type: none"> • Loading of cans and lids into vehicle • Transfer to assigned area and lower boats according to request. • Place boats with a view to the walkways and place bag • Place covers and leaves the site • Deliver truck to assigned sites • Record data in a logbook at the end of the tour.

Integration

The following table shows the inputs and outputs, suppliers and customers corresponding to this sub process:

Consumables and Products		Users	
Entrance	Exits	Suppliers	Customers
<ul style="list-style-type: none"> • Logbook of use of institutional vehicles • Cans and lids 	<ul style="list-style-type: none"> • Placement of boats 	<ul style="list-style-type: none"> • Gardener 	<ul style="list-style-type: none"> • MADS

Formats and tools

The following table shows the formats and tools that have been referenced in the description of the aforementioned sub-process.

Type of Document	Name of Document	Responsible
Tool	<ul style="list-style-type: none"> • Logbook of use of institutional vehicles 	Gardener

Sub-process activities.

The following table shows the activities of the sub process according to the administration and operation within the Institution.

Sub Process: Placement of Special Trash Cans for Events		
Activity	Description	Responsible
1.	Home	Gardener
2.	Verify the operation of the truck (1.5 ton) assigned to the task; if it does not work, report and request service (if the truck does not work, use the motorcycle truck).	Gardener
3.	Note in the logbook of institutional vehicle use.	Gardener
4.	Load canisters and respective lids onto the vehicle	Gardener
5.	Arrive at the assigned area and unload the boats according to the request or deposit station, starting with the central stations and continuing with the peripheral stations.	Gardener
6.	Place the bag, which is tied at the top with curtain twine, so that it does not come down and is easier to remove later.	Gardener

Sub Process: Placement of Special Trash Cans for Events		
7.	Put on the covers and leave the site.	Gardener
8.	Are there more places to visit?	Gardener
9.	Yes: Follow step 5	Gardener
10.	No: Deliver the van to the assigned sites, noting the corresponding data in the institutional vehicle logbook.	Gardener
11.	End	Gardener

4.3 Sub-process "Painting and Labeling of Boats".

Objective of the Sub Process.

To condition the garbage cans, for their subsequent placement according to the logistics of the events, in order to generate attractive spaces for the university community.

Description of Roles

The following table provides the descriptions of the roles corresponding to this sub process:

Role	Responsibility
Head of Conservation	<ul style="list-style-type: none"> Order boats
MADS Coordinator/ MADS Supervisor	<ul style="list-style-type: none"> Record boat stock and status
MADS Coordinator	<ul style="list-style-type: none"> Request purchase of canisters in case they are not in good condition Verify existence of paint Request purchase of paint in case there is not enough paint. Schedule boat maintenance
Gardener	<ul style="list-style-type: none"> Check compressor and gun operation Preparing paint Paint boats Paint waste identification lines Remove tape Label according to identification color Deliver boats

Integration

The following table shows the inputs and outputs, suppliers and customers corresponding to this sub process:

Consumables and Products		Users	
Entrance	Exits	Suppliers	Customers
<ul style="list-style-type: none"> Application for canister painting and labeling 	<ul style="list-style-type: none"> Can painting and labeling 	<ul style="list-style-type: none"> MADS Coordinator/Supervisor gardener 	<ul style="list-style-type: none"> Conservation Management

Formats and tools

The following table shows the formats and tools that have been referenced in the description of the aforementioned sub-process.

Type of Document	Name of Document	Responsible
Tool	<ul style="list-style-type: none"> Compressor 	Gardener

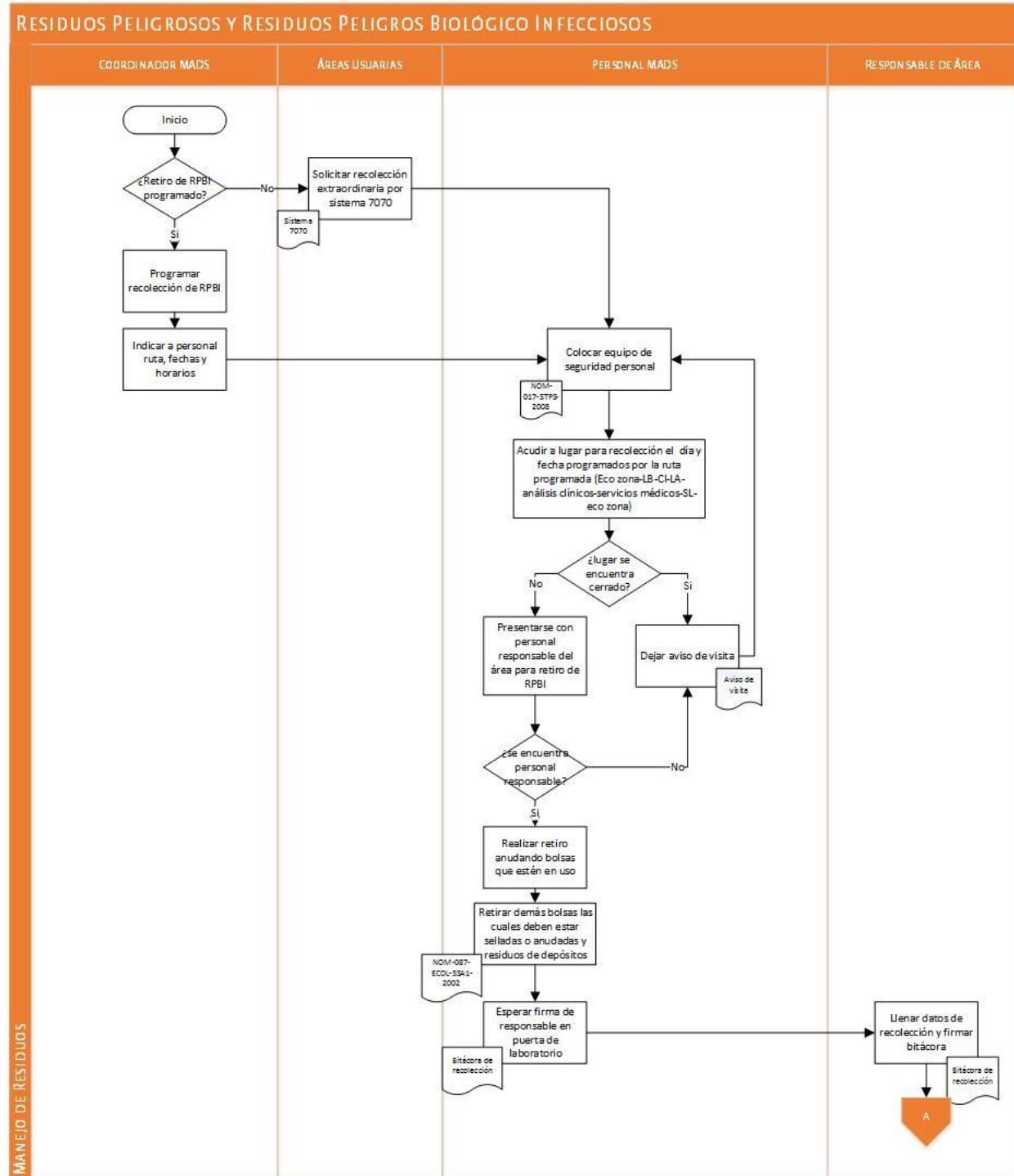
Sub-process activities.

The following table shows the activities of the sub process according to the administration and operation within the Institution.

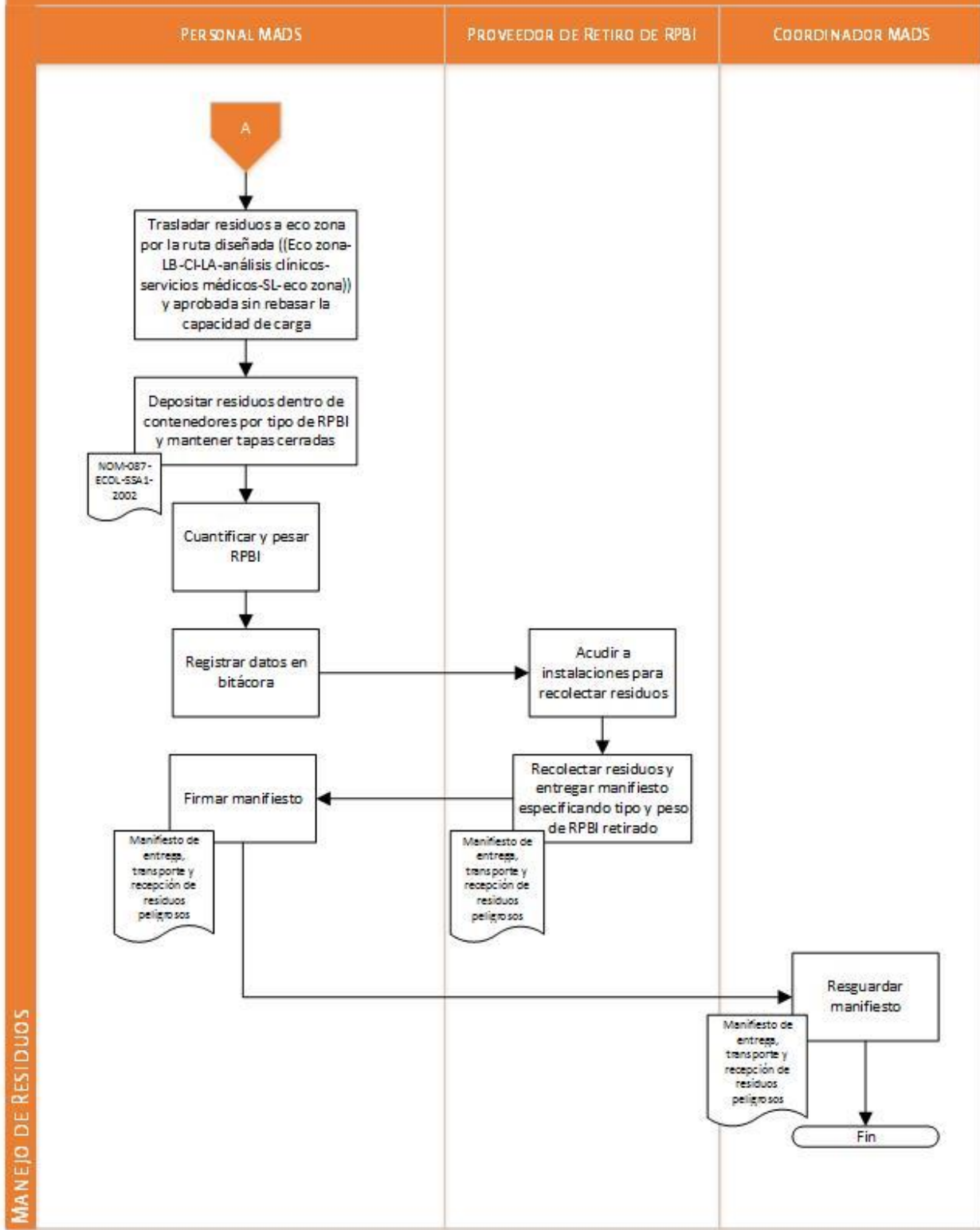
Sub Process: Canister Painting and Labeling		
Activity	Description	Responsible
1.	Home	Head of Conservation
2.	Request trash cans	Head of Conservation
3.	Record the stock of jars and their status (50 jars are always kept in stock).	MADS Coordinator and Supervisor
4.	Are the canisters in good condition?	MADS Coordinator
5.	No: Request regarding the purchase of new boats	MADS Coordinator
6.	Sub Process: MADS Purchases. continues step 3	MADS Coordinator and Supervisor
7.	Yes: Check for paint stock.	MADS Coordinator
8.	Is the paint enough?	MADS Coordinator and Supervisor
9.	No: Request purchase of paint. Follow step 7	MADS Coordinator and Supervisor
10.	Yes: Check (operation) condition of the compressor and gun.	Gardener
11.	Prepare paint/tinnher to obtain the desired consistency (70/30 ratio).	Gardener
12.	Paint assigned boats (interior and exterior)	Gardener
13.	has it been at least 2 hours?	Gardener
14.	No: Wait and check the drying of the paint. Follow step 15	Gardener
15.	Yes: Tape and paint waste identification lines.	Gardener
16.	has it dried completely?	Gardener
17.	No: Wait for complete drying. Follow step 18	Gardener
18.	Yes: Carefully remove the tape.	Gardener
19.	Label (container/trash) according to identification color	Gardener
20.	Deliver boats to conservation personnel	Gardener
21.	End	Gardener

5 Process Flow Diagrams and Sub-Process Flow Diagrams

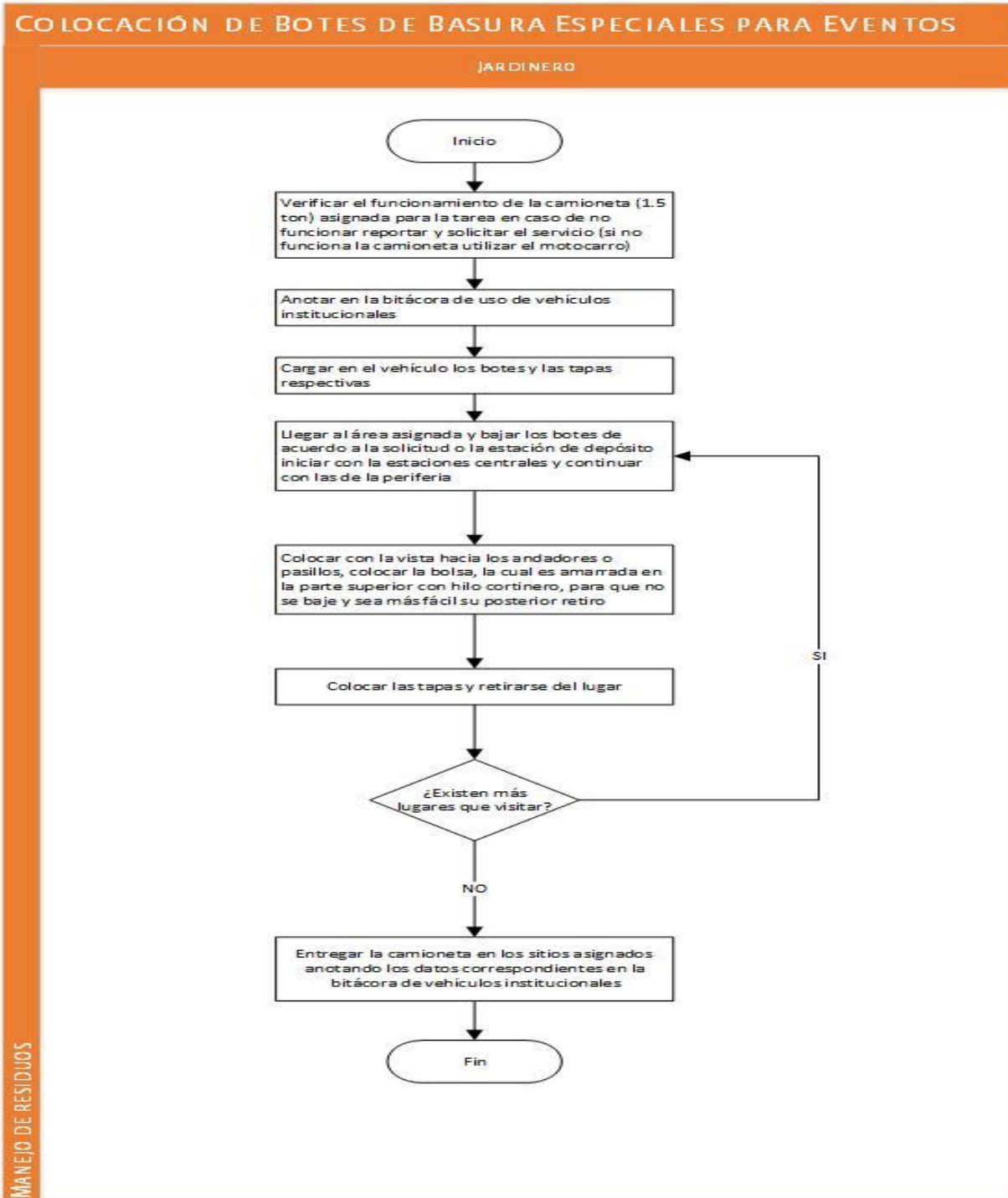
Hazardous Waste and Biohazardous Biological Infectious Waste



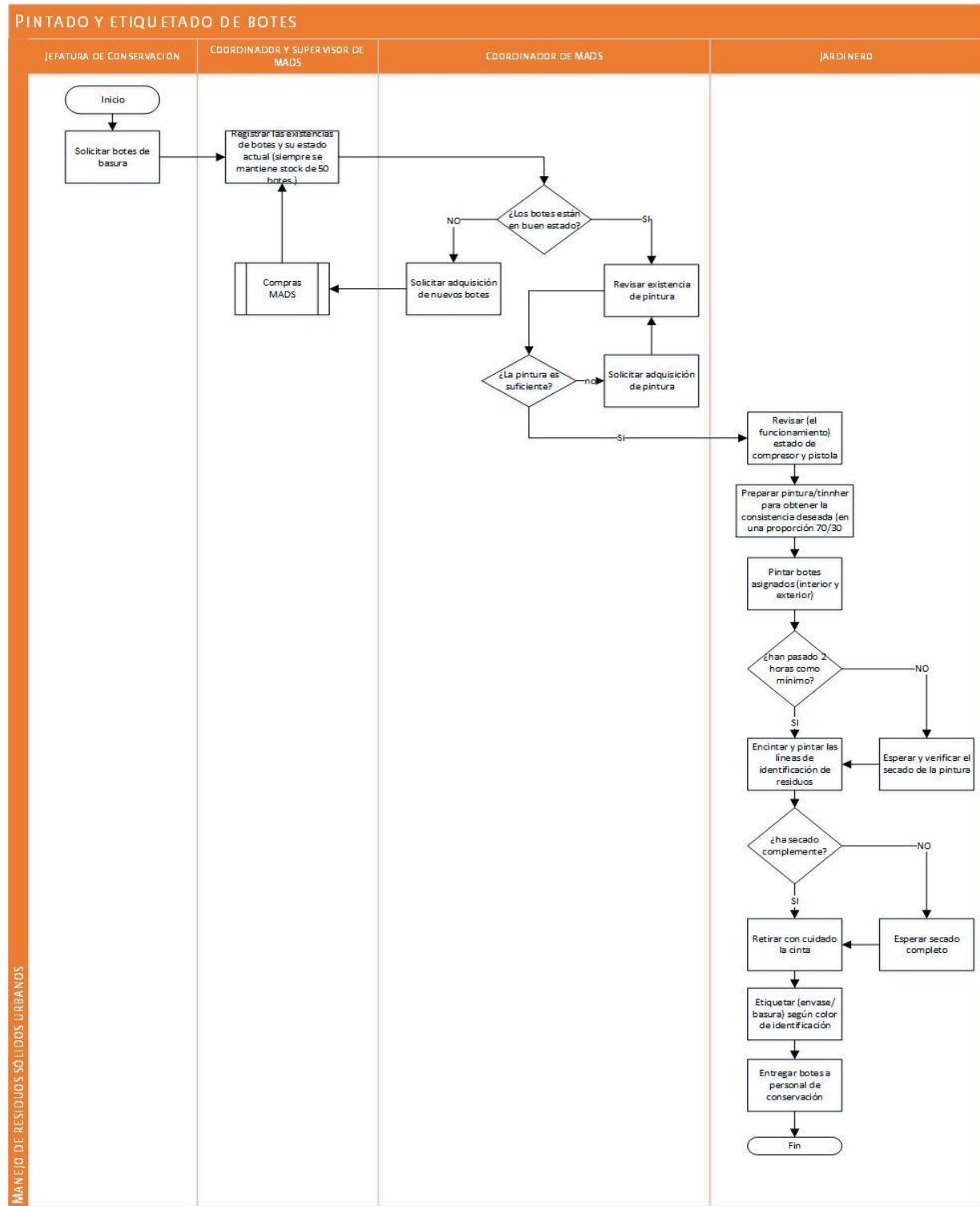
RESIDUOS PELIGROSOS Y RESIDUOS PELIGROS BIOLÓGICO INFECCIOSOS



Placement of Special Trash Cans for Events



Boat Painting and Labeling



6 Risks Identified in the Process

Risk	Impact	Probability	Mitigation Actions	Corrective Actions
Spillage of any substance	High	Unlikely	Carrying out the withdrawal in an orderly manner	Apply the protocol for liquid spills, by Civil Protection personnel.
That the bottles to be removed are not identified	Under	Unlikely	Notify warehouse managers that waste must be clearly identified.	Do not remove the waste, since the company responsible for the final removal will not be able to remove it, since it does not know the content.
That the boats requested are not enough to cover the event for which it was requested.	Under	Unlikely	That the area in charge of the request delivers the correct request.	That extra boats are made to cover up the error

7 Glossary

Concept	Description
PR	Hazardous waste refers to a recyclable or non-recyclable waste, considered hazardous because it has intrinsic properties that present risks to health and the environment.
RPBI	Biological infectious hazardous waste
Maintenance plan	Scheduling of activities per week, month or year of maintenance work corresponding to MADS coordination.
System 7070	Institutional system for the request of any service or maintenance.
Manifesto	Written document in which the delivery-return of RP and RPBI delivered by an external supplier is evidenced.