

Indicator Definition:

1i. Received annually.

Party in Charge:

Head of Quality Service

Start Date:

April 2025

Associated to Action:

31 ACT. Opening of an e-mail box/contact form for questions about the HRS4R (in Spanish and English).

Way of Obtaining the Data:

Number of mails received annually.

Unit of Measure:

Number

Data Collection Frequency:

Annually

MONITORING DATE	No. EXPECTED	No. OBTAINED	COMMENTS, PROPOSALS FOR IMPROVEMENT
December 2025			
December 2026			
December 2027			