



Committed to Work

**Newsletter Num.
09/2009
September 2009**



**BUFETE ABOGADOS
BERENGUER COMAS**

**Law Firm- Kanzlei
Avvocati - Advocats
Asesoría Legal**



**HISPANIA LEGAL
CREDIT CLAIM S.A.**

**Extrajudicial and
international transactions**



**BUSINESS, TAXATION, &
ACCOUNTANCY MANAGEMENT**

**Prevention of work-related
accidents
Business risk
Total Quality Management**



Collaborators

Luis Berenguer
Victor Domínguez
Barbara Ferro
Jacobo Peris
Cristina Busto
Eva Saracho

#1 BUSY AUGUST TRABAJANDO EN AGOSTO

Our firm has taken a short summer break but we have continued to work hard on issues as they have emerged. For instance, we can point out that we have confirmed the embargo of a vessel in regards to a maritime credit, we have provided legal advice in relation to the fall of a container at the port, the dumping at a neighborhood of a contaminating substance into Río Gallego river, two medical malpractice suits, and the defining of a controversy with an insurance company in regards to the coverage of death-related expenses for residents living abroad. Our firm has also been catching up on different issues, and several of our attorneys have made a pause in their holiday schedule to work at our Barcelona office. Our Management, Taxation & Accountancy Department has been especially attentive to our payroll and other needs. Our Italian *Avvocato* from Dipartimento *Italia* has just returned from Genoa and Sardinia with the good news that the economic crisis is being remedied in Italy. Also, Barbara Ferro (San Francisco) and Cristina Busto (Bilbao) will be in Barcelona for a couple of days.

The annual correspondents and collaborators' meeting will be held in Barcelona this year. This meeting will be oriented towards the challenges of quality and efficiency (in order to avoid

duplicating costs) as well as the execution of EU sentences and the approval of a protocol related to the coordination between the legal departments within companies and their respective management teams.

#3 DESIGNING SIX SIGMA (6 sigma) IMPLEMENTANDO EL SIGMA

SIX SIGMA is a management philosophy that focuses on eliminating nonconformities, emphasizing comprehension, measurement and improvement of processes. SIGMA is the measurement of an activity by the number of defective incidents that are caused in its development. A 0,5 SIGMA (0,5 sigma) means that there have been 841.000 nonconformities for every one million acts. 6 SIGMA demonstrates that there have only been 3,4 defects for every one million acts.

Nonconformity is noncompliance with a given requirement. Thus, a requirement should be fulfilled as part of a service within the *lex artis* that has been established in writing.

The implementation of SIGMA necessarily entails control and statistics. It has nothing to do with blaming others nor should it have anything to do with adopting a defensive position. Instead, 6 SIGMA is proof of a company's maturity.

If we intend someone to be satisfied with our job and also contribute with correspondence, it is incorrect to consider controls and statistics as a threat. Instead, we must understand them as an interest in participation for the development of our intervention and recognition of our good work. It is another opportunity to make our efforts and compensation effective.

In our firm, this control is configured as follows:

A one-day term to open up a new file

and a thirty-day term to carry out any necessary extrajudicial activities, except in cases of expiration or statute of limitations and justified causes. A file is formally opened within this time frame, an assessment of the situation is carried out, any relevant documentation is then gathered, and necessary legal advice is provided so that all corresponding defenses and claims may be raised.

#4 MANAGEMENT & QUALITY ADMINISTRACIÓN EMPRESARIAL, FISCAL Y CONTABLE (AEFC)

This department was created as a part of Hispania Legal in 1994 in order to coordinate quality, financial, management, and control resources. The configured areas are:

- I.- Organization
 - a) Agenda
 - b) Archive
 - c) Document digitalization
- II.- Quality Management
 - a) Work-related risk prevention
 - b) Quality procedures
- III. Technological Innovation
 - a) Nets and information systems
 - b) Communications
- IV. Information management
 - a) Disaster handling
 - b) Disaster clearance
 - c) Transport risks
- V. Partnership Cooperation
 - a) Payroll
 - b) Accounting
 - c) Secretary of Administrative Counsel
- VI. Receivership

#5 PAPERLESS OFFICE OFICINA DIGITAL NDAS

In order to facilitate the digitalization process within the NDAS server, we have begun issuing documents in the PDF or TIFF (imaging) formats, within the scope of the established file-naming rules.

abogados@bbcalegal.com