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RINOE Journal-Labor and Demographic economics

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Scientific Objectives

Support the international scientific community in its written production Science, Technology and Innovation in the Field of Social Sciences, in Subdisciplines of Demographic economics: Demographic trends and forecasts, Marriage, Marital dissolution, Family structure, Fertility, Family planning, Child care, Children, Youth, Economics of the elderly, Economics of minorities and races, Economics of gender, Value of life, Foregone income; Time allocation, Work behavior, Employment determination and creation: Labor force and employment, Size, and Structure, Time allocation and labor supply, Employment determination, Demand for labor, Self-employment, Human capital, Skills, Occupational choice, Labor productivity, Retirement, Retirement policies, Safety, Accidents, Industrial health, Job satisfaction, Related public policy; Wages, Compensation, and Labor costs: Wage level and structure, Wage differentials by skill, Training, Occupation, etc., Nonwage labor costs and benefits, Private pensions, Compensation packages, Payment methods; Particular labor markets: Contracts: Specific human capital, Matching models, Efficiency wage models, and Internal labor markets, Monopsony, Segmented labor markets, Agricultural labor markets, Professional labor markets and Occupations firm behavior, Public sector labor markets, Particular labor markets; Labor-Management relations, Trade unions, and Collective bargaining: Trade unions, Dispute resolution, Labor-Management relations, Industrial jurisprudence, Producer cooperatives, Labor managed firms; Mobility, Unemployment, and Vacancies: Geographic labor mobility, Immigrant workers, Occupational and intergenerational mobility, Turnover, Vacancies, Layoffs, Unemployment, Unemployment insurance, Severance Pay, Plant closings; Discrimination; Labor standards: National and International; Working conditions, Labor force composition, Workers' Rights.

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human capital, Matching models, Efficiency wage models, and Internal labor markets, Monopsony, Segmented labor markets, Agricultural labor markets, Professional labor markets and Occupations firm behavior, Public sector labor markets, Particular labor markets; Labor-Management relations, Trade unions, and Collective bargaining: Trade unions, Dispute resolution, Labor-Management relations, Industrial jurisprudence, Producer cooperatives, Labor managed firms; Mobility, Unemployment, and Vacancies: Geographic labor mobility, Immigrant workers, Occupational and intergenerational mobility, Turnover, Vacancies, Layoffs, Unemployment, Unemployment insurance, Severance Pay, Plant closings; Discrimination; Labor standards: National and International; Working conditions, Labor force composition, Workers' Rights and other topics related to Social Sciences.

Presentation of Content

As a first article we present, *The tourist capacity in the performance of a destination* by HERNÁNDEZ-PONCE, Oscar Ernesto, SAUCEDO-MONARQUE, Javier and VALDEZ-JUÁREZ, Luis Enrique, with adscription at Instituto Tecnológico de Sonora, in the next article *The function of integration of person in city companies Obregon* by ORTEGA-ARRIOLA, Jorge, BUELNA-PENÚÑURI, Ramiro Arnoldo and ÁLVAREZ-RODRÍGUEZ, Alexis Leonel with adscription at Instituto Tecnológico de Sonora, in the next article *Certification proposal for the traditional professional cook of the state of Puebla* by PEREA-BALBUENA, José Ángel, CARRASCO-ROMERO, Víctor Josaphat and ZAMORA FERNANDEZ, María de los Dolores with adscription at Benemérita Universidad Autónoma de Puebla, in the next article *Job security in a packaging and distribution of hydrochloric acid company* by LÓPEZ-VIGIL, Miriam Silvia, SANTOS-ALAVARADO, Héctor, GARCÍA-MEJÍA, Javier Martín, GONZÁLEZ MELO, Omar and MATÍAS-LÓPEZ, Ramón with adscription at Tecnológico Nacional de México and Instituto Tecnológico de Tehuacán.

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The tourist capacity in the performance of a destination**La capacidad turística en el desempeño de un destino**

HERNÁNDEZ-PONCE, Oscar Ernesto†, SAUCEDO-MONARQUE, Javier and VALDEZ-JUÁREZ, Luis Enrique

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Abstract

The purpose of the research was to analyze the dimensions of Tourism Capacity as an element of the Performance of the Tourist Destination through a case study in Guaymas, Sonora. The methodological process was based on the documentary review to define the indicators of tourism capacity; likewise, the probabilistic and random sample formed by the various tourism service providers in the region was determined and the Multivariate Analysis technique was used to accept the research hypothesis. It is concluded that the Tourist Capacity can be formed by: tourist attractions, accessibility to the site, a tourist influx, public safety, tourist equipment, diversity of the tourist offer, urban planning and tourism regulations to achieve the performance of the Tourist Destination.

Resumen

El propósito de la investigación fue analizar las dimensiones de la Capacidad Turística como elemento del Desempeño del Destino Turístico a través de un estudio de caso en Guaymas, Sonora. El proceso metodológico se fundamentó en la revisión documental para definir los indicadores de la capacidad turística; asimismo, se determinó la muestra probabilística y aleatoria conformada por los diversos prestadores de servicios turístico de la región y se utilizó la técnica del Análisis Multivariante para la aceptación de la hipótesis de investigación. Se concluye que que la Capacidad Turística se puede conformar por: atractivos turísticos, accesibilidad al sitio, una afluencia turística, seguridad pública, equipamiento turístico, diversidad de la oferta turística, planeación urbana y normatividad turística para lograr el desempeño del Destino Turístico.

Performance, Tourist Destination, Tourist capacity

Desempeño, Destino Turístico, Capacidad turística

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Introduction

In the process to boost a tourist destination, different elements and factors that will determine its competitiveness must be considered. For this, the generation of objective knowledge that addresses the different characteristics and needs of a tourist destination is essential; considering its profile, its tourist offer and the tourist demand.

On the other hand, sustainable development is a social trend that various sectors have adopted to define guidelines for progress and promotion of the quality of life of the regions (Serrano, 2019); Therefore, tourism from the social and economic approach has been considered as a tool for the sustainable development of the regions (Ivars-Baidal, 2016).

According to the International Union for the Conservation of Nature (IUCN), sustainable development can be defined as: the process that without deteriorating or depleting resources allows the development of humanity (Serrano, 2019).

Problem

Starting from the fact that tourism is a tool to promote the sustainable development of a region, it is essential to determine the tourist performance of the places where tourism activity is put into practice; However, there is a lack of objective knowledge to measure the tourist capacity of a region and its relationship with its sustainable tourism performance (Bernier, 2015).

Tourism capacity is hand in hand with good management, so for the competitive development of a tourist destination, actions must be taken from the public sector and the private sector, which allow a good development of tourism products, have a solid base of legislation, quality certifications in the service, an adequate control system, a marketing and promotion program, as well as the generation and application of knowledge generated by scientific and technological research (Navarro, 2015).

Tourism in the Guaymas region has presented a stagnation in its development in infrastructure, operation of tourism products, diversification of the offer to meet and capture trends in tourism demand (Hernández, 2017).

That is why it is necessary to develop and generate objective knowledge through applied research, which allows to have information bases for decision-making both for the benefit of the public and private sectors.

Objective

Due to the above and with the purpose of aligning the research, the objective was to analyze the dimensions of Tourism Capacity as an element of the Performance of the Tourist Destination of Guaymas, Sonora. The accelerated impact of both the current economic and environmental environment requires the generation and application of knowledge in order to take action from a critical and reflexive position (Albuquerque, 2002). Therefore, good tourism performance becomes a socio-economic and environmental element that drives development, improving the diversification of the services of a tourist destination, becoming competitive (Cardenas, 2011).

As a working hypothesis, it was stated that “the Tourism Capacity for the performance of a tourist destination is made up of the dimensions of: public safety, urban planning, equipment, tourist attractions, accessibility to the site, diversity of tourist offer, tourist regulations and a constant tourist influx”.

When generating objective knowledge of the functioning of destinations and tourism businesses, it will allow the proper management of destinations and the generation of public policies for decision-making for the strengthening and competitiveness of tourism activity (Tranmaleo, 2019).

Theoretical foundation

Capacity is talked about, when an industry achieves its objectives, above others and in a sustainable way, giving it investment profitability, at a low social and environmental cost (González, 2009). Therefore, it is essential to describe tourism capacity, since there are theoretical and empirical limitations in tourism.

There is an importance of analyzing theories and being able to understand the conformation of the Tourist Capacity of a tourist destination, and how it influences the strengthening of its competitiveness.

In addition, there is an area of opportunity to generate studies with reliable information that provides knowledge in the tourism sector (Cadernas, 2011)

Starting from the fact that competitiveness is the ideal state of a tourist destination (Croch and Ritchie, 1999), it is necessary to be able to characterize the tourist capacity, since each destination has an environmental, cultural, social and tourist profile that makes it different from others. Therefore, it is essential to conceptually standardize Tourism Capacity, which will allow us to understand the minimum necessary elements that a region must have to be considered as Tourism Capacity impacts the Tourist Performance of a destination. Currently tourism is established as a transversal axis to any economic, social and environmental activity directly or indirectly related to tourism activity (Serrano, 2019). This characteristic, resembles any industry as it uses tourism resources as raw material, allowing tourist attractions which motivate the trip to be known and enjoyed.

Starting from the fact that tourism resources are the raw material of the tourism industry, it is imperative to consider the philosophy of sustainability to create sustainable tourist attractions. Therefore, the World Tourism Organization (UNWTO) defines sustainable tourism as the economic model that allows the improvement of the quality of life of a receiving community, promoting a high-quality experience for visitors and strengthening the sustainable use of tourism resources achieving environmental quality (Picornell, 2015).

In the process of generating knowledge in the tourism sector, different studies have been developed to determine the key elements of sustainability, and in this case the tourist resources to be considered as the raw material to have tourist attractions is always found as one of the key elements within the models of sustainability and competitiveness of destinations (Serrano, 2019). Fritz's model of destination competitiveness considers seven key elements where the first one calls them as the basic resources and key attractions, the second as tourist services, the third considers the general infrastructure, the fourth is the necessary factors and of support, the fifth are the policies of the destination for its planning and development, the sixth are all management actions and the seventh the tourism demand (Serrano, 2019).

All this can be considered as elements that are part of the tourist capacity that is hard for the performance of any tourist destination. For its part, Ivars-Baidal (2016), mentions that in the sustainable development of tourism, three fundamental elements must be considered: "the place, the host community and the visitor"; In the first one, tourist and attractive resources can be considered as necessary elements to have the capacity to generate interest to be visited.

Navarro (2015) for its part defines tourism resources as all cultural and human natural assets, both tangible and intangible, movable and immovable with characteristics that allow interest to be visited. He also states that tourism resources generate tourist attractions, and the latter are based on tourism resources (García, 2015).

For its part, Bernier (2015), states that in order for economic development to occur: natural conditions must be met (tourism resources as motivating tourism demand), location conditions (accessibility and proximity to a potential demand), conditions economic such as: skilled and sufficient workforce for visitor service, necessary infrastructure conditions, supply conditions, social and political social conditions.

As the conditions for improving the competencies as a tourist destination are generated, the competitiveness of the tourism business sector will be directly impacted (Hernández, 2018). Therefore, tourism capacity should be promoted, strengthening the offer which will allow for a constant tourist influx both in high season and in low holiday seasons.

On the other hand, Ivars-Baidal et al (2016) in their smart tourism destination management model mention three levels of perspectives (strategic-relational level, instrumental level, applied level) to promote a tourist influx that makes a tourist region competitive. The tourist capacity is closely related to the good management of a destination; Therefore, six key elements must be considered to promote the influx of tourism as part of the tourism capacity for the performance of destinations: governance, sustainability, innovation, connectivity, information systems and finally a solution system of problems presented by tourists (Ivars-Baidal, 2016).

In order to achieve the innovation of tourism products, it is necessary to attend to the needs of the tourist influx trends and improve the conditions of services and the tourist offer in a destination (Ruíz, 2019). That is why in order to have tourism products, one must consider the tourist resources that are part of the profile of each site and meet the needs of tourism demand; and in achieving this, two key elements of tourism capacity for the performance of a tourist destination will be considered.

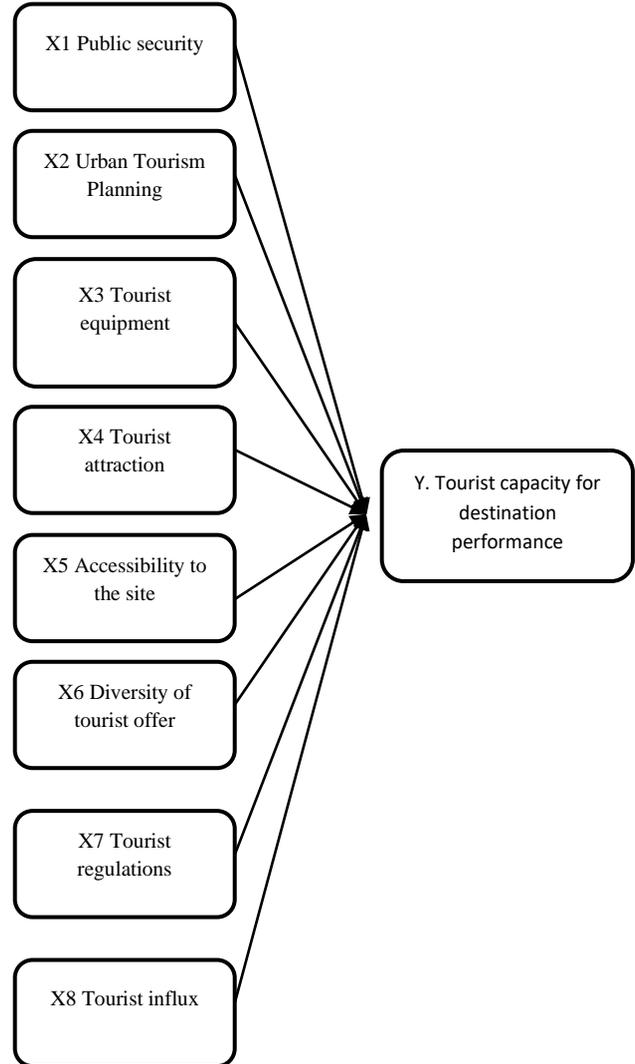
Innovation through Information and Communication Technologies (ICT) that allow better accessibility to a tourism market, but also accessibility to the tourist destination, have become factors in tourism competitiveness and capacity (Estrada, 2019).

For its part, Ivars-Baidal (2016), in its model of intelligent tourist destinations at the instrumental level of the same, considers the connectivity of tourist destinations as an essential part for its good performance. This makes it necessary to incorporate the accessible to the destination as a key factor in its tourist capacity.

Accessibility can be seen from two approaches, accessibility to the site and the facility to meet the needs of a specific demand (García, 2015), which makes it necessary to incorporate accessibility under these two approaches as part of the tourist capacity of a destination for Performance.

The integral tourism model that must be built to strengthen competitiveness; and therefore the tourist capacity, must issue public policy action for the promotion of tourism effectively and efficiently with direct action to boost the growth of general infrastructure, accessibility to the destination, tourist services and equipment, of the attractions tourism, tourism products and security for residents and visitors (Hernández, 2018). Tourist equipment is a key element of the capacity of a destination (Bernier, 2015) that allows the consolidation of a diversity of tourism offer (Estrada, 2019) based on urban tourism planning (Bernier, 2015; García, 2016; Ruíz, 2019) and in a transversal way a norm applied to tourism in order to strengthen the security, entrepreneurship (Bernier, 2015) and the conservation of the tourist resources and attractions of a site (Serrano, 2019).

$$Y_o = \beta_o + \beta_1X_1 + \beta_2X_2 + \beta_3X_4 + \beta_4X_5 + \beta_4X_6 + \beta_4X_7 + \beta_4X_8 + e_i$$



Graphic 1 Tourism Capacity Model for the performance of a destination

Methodology

As a first phase, a reflexive and critical analysis of different empirical studies was carried out that allowed determining the determining factors that make up the tourist capacity for the performance of a destination. A pilot test was applied to experts in the field that facilitated the conception of each of the factors that make up the tourist capacity and its construct validity for the ideal performance of a destination, with which a data collection instrument could be built. For the reliability of the instrument, Cronbach's Alpha method was used, validating all those elements that obtained a value above 0.80. This instrument was formed by the sections of the introduction and presentation of the instrument, general data, filling instructions and the categories formed by the questions with a likert scale with the following values: 1 = Strongly disagree, 2 = Disagree, 3 = Neither agree, nor disagree, 4 = Agree and 5 = Strongly agree.

The sample was representative and has the same characteristics and the number of elements sufficient to avoid errors that are generated by the heterogeneity of the information (Mercado, 2008). For the determination of the sample, the empirical formula of Fischer (2000) was used for populations under 500,000 elements.

Thus, the sample consisted of 132 tourism service providers in the Guaymas region, Sonora. For the acceptance or rejection of the working hypothesis, the multivariate analysis method was used through the Multiple Linear Regression technique.

Results

In determining the reliability of each of the elements that make up the tourist capacity for the performance of a destination, Cronbach's Alpha values were as follows (Table 1):

Dimension	Cronbach's Alpha
Public security	0.902
Urban planning	0.880
Tourist equipment	0.948
Tourist attraction	0.963
Accessibility to the site	0.921
Diversity of tourist offer	0.947
Tourist regulations	0.899
Tourist influx	0.956

Table 1 Cronbach's alpha of each construct

Source: Own elaboration

For the hypothesis testing process (Table 2), as described in the proposed methodology, multivariate analysis was used under the inferential statistics approach, which allowed obtaining the values through the Multiple Linear Regression allowing acceptance or rejection of each specific hypothesis that includes each one of the dimensions proposed as key elements that make up the tourist capacity to perform the tourist destination.

The values obtained were significant, since all obtained a value less than 0.05 of significance. In addition, for the public security dimension, tourist attractions and accessibility obtained a higher "t" value of confidence that was 91%, and the urban planning and tourist equipment dimensions obtained a 95% confidence value (Table 2).

The correlation of the dimensions proposed to conform the tourist capacity for the performance of the destination, met considerable positive values except for the tourist attractions dimension and the accessibility to the site that obtained a very strong positive correlation since they were greater than the value of 0.90 (Table two).

Dimension	V- Beta	V- "t"	Sig.	Res.
Public security	0.846***	7.489	.000	It is accepted
Urban planning	0.752**	2.432	.004	It is accepted
Tourist equipment	0.832**	2.012	.000	It is accepted
Tourist attraction	0.942***	10.785	.000	It is accepted
Accessibility to the site	0.914***	10.431	.000	It is accepted
Diversity of tourist offer	0.821**	1.988	.003	It is accepted
Tourist regulations	0.735**	2.049	.000	It is accepted
Tourist influx	0.878***	9.431	.000	It is accepted

Table 2 Tourist capacity for destination performance

Source: Own elaboration

Conclusion

Through the literary review of the different empirical studies, and through the technique of statistical inference, the general working hypothesis could be accepted: "the Tourist Capacity for the performance of a tourist destination is made up of the dimensions of: public safety, urban planning, equipment, tourist attractions, accessibility to the site, having a diversity of tourist offer, tourism regulations and a constant tourist influx".

However, the dimensions of greater weight for a good tourist capacity in the performance of a tourist destination are and in order of importance: first to have enough tourist attractions to generate an interest in being visited; second to have accessibility to the site in good and sufficient conditions, but also to have a connectivity to the site, which allows to have the third dimension that was the tourist influx.

As a fourth dimension of interest was to have a public security system that guarantees the minimum acceptable integrity of the visitors, and as a fifth place of importance it was obtained that the tourist equipment plays a fundamental role to achieve a greater permanence of the visitor on the site, accompanied for the sixth dimension that is the diversity of tourism offer, strengthening the entire system with the seventh dimension considered as urban tourism planning and the eighth aimed at generating an order that consists of tourism regulations.

Therefore, it can be defined as Tourist Capacity: to the capacity that a tourist destination has to promote a constant tourist influx and that is made up of tourist attractions, accessibility to the site, public safety, tourist equipment, diversity of tourist offer and urban planning strengthened with the necessary regulations for the good performance of the tourist destination.

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The function of integration of person in city companies Obregon**La función de integración de personal en empresas de ciudad Obregón**

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Abstract

One of the company's needs nowadays is personal ideal according to the profile, which has been complicated by several factors. This work aims to identify companies that carry out a formal application phases of the process of integration of personnel. This is a research with a sample of convenience not probabilistic involving 50 companies of different turns of Ciudad Obregón. For the collection of data was used a questionnaire designed by experts from the administrative audit, which allowed to identify immediately the implementation of the basic elements that make the process of integration of personnel: recruitment selection, recruitment and induction. The importance of the project offers is that a picture of the implementation of the basic process of the integration of personnel in companies. In terms of the findings found that 36% reported not to carry out a process of personnel selection, another result is that 20% do not have a formal recruitment activity, 22% not performing activity of induction to the company and 18% does not a formal recruitment.

Resumen

Una de las necesidades de la empresa en la actualidad es contar con personal ideal de acuerdo al perfil, lo que ha resultado complicado por varios factores. El presente trabajo tiene como objetivo identificar a las empresas que llevan a cabo una aplicación formal de las fases del proceso de integración de personal. Esta es una investigación con una muestra por conveniencia no probabilística en la que participaron 50 empresas de diferentes giros de Ciudad Obregón. Para la recolección de los datos se utilizó un cuestionario elaborado por expertos de la auditoría administrativa, el cual permitió identificar de manera inmediata la aplicación de los elementos básicos que integran el proceso de integración de personal: reclutamiento, selección, contratación e inducción. La importancia del proyecto ofrece es que un panorama de la aplicación del proceso básico de la integración de personal en las empresas. En cuanto a los hallazgos se encontró que el 36% reportan no llevar a cabo un proceso de selección de personal, Otro resultado es que el 20% no tienen una actividad formal de reclutamiento de personal, el 22% no realiza actividad de inducción a la empresa y el 18% no realiza una contratación formal.

Recruitment, Selection, Hiring and induction**Reclutamiento, Selección, Contratación e inducción**

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Introduction

This project arises from the need to identify causes for which companies in Ciudad Obregón may not be having efficiency in terms of the integration of personnel to it, therefore, the investigation was conducted to identify the application rate of basic elements of the function of integration of personnel in companies of Ciudad Obregón, so that obtaining the results of the same one can generate an action plan for both the company individually and in a group way through the business organizations. This project consists in its first with information that supports the performance of the work, in the second part (theoretical framework) it contains relevant information on each of the steps of the personnel integration process, the third part contains the methodology that led to In order to carry out the project, the fourth part mentions the results of the investigation and the fifth part contains the conclusions and recommendations.

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Background

Since the need to join together to work as a team and generate a benefit for the group arises, it has become necessary to integrate with the most appropriate people to generate workforce and achieve the expected results. In administration Reyes Ponce (2013), it indicates as an important part of the administrator's functions the integration of personnel, a function that unfortunately, a large part of the administrators, including book authors, minimize it by including it in the organizational phase of the administrative process. However, despite this situation, in any university where the Bachelor of Administration degree or related career is offered, courses related to the integration of personnel are offered within the curriculum.

Problem Statement

Competitiveness and productivity are results that depend on the workforce. Considering these elements as the basis for the development of any organization is where the company's staff takes special interest for the results sought. However, despite the efforts made to give special value to the workforce, it is not yet correctly understood from the point of view of impact on results. The lack of a clear structure and formal procedures for the integration of personnel into the company delays organizational efficiency and sometimes it is even considered a business as unprofitable due to the lack of results, which come from the work of the staff. On repeated occasions it is heard in the news and newspapers that the Mexican company does not have the efficiency of expected results and wonders what is happening? Therefore, the investigation is carried out and the next question is answered at the end of the project. Are the basic elements of the integration of personnel in the companies of Ciudad Obregón applied?

Objective

Determine the level of application of the basic elements of the staff integration function in companies of Ciudad Obregón with the purpose of generating actions according to the results obtained.

Justification

The need to compete and remain with liquidity of Mexican companies is increasing due to the entry into the market of goods and services from prestigious franchises that in addition to offering good products or services also offer better prices and in some cases better wages . In all this, the personnel that the company has and plays a very important role and therefore the process that is followed to integrate it. In Mexico, there is still a problem in recognizing the importance of personnel in relation to organizational objectives. (Financial, 2019). He points out that "one of the 10 mistakes that slow the growth of SMEs is to ignore the attraction of talent, that is: having a solid work team is the basis for starting a successful company. If people who do not fit the vision of the company are hired, the business will end up stalling and losing money due to the constant turnover of personnel, or the maintenance of incorrect equipment".

The generation of results translated into profits is not just a matter of knowing how to sell or produce, it is more than just having the appropriate personnel to carry out the tasks necessary to achieve business success.

Study delimitation

The study was carried out in companies of different turns of Ciudad Obregón that are not franchises and whose size are medium to large and that are formally organized.

Theoretical framework

In this section, elements are explained that explain the phases of this from the concept of the integration of personnel and reasons that show the importance for the growth and development of the companies.

Integration as a phase of the administrative process

The administrative process contains the basic elements or stages in which the administrator takes them as the guiding axis of his administrative function, in such a way that, depending on the clarity and perception of the administrator, he is able to adapt to one of them considering from his point of View what you can consider as right or wrong. This depends a lot on the result that he can have as an administrator in a social organization, since in some way the concept can delimit his field of action or commitment with respect to the functions of the administrative process. It is necessary to emphasize that in order for a company to have a coordination and coherence in performance, it is necessary that the administrative stages that precede integration, such as planning and organization, are properly structured and defined, so that they serve as the basis for Personnel recruitment phase, in this, it is necessary to mention that there are different approaches in terms of the elements that make up the administrative process, in some the integration stage is mentioned and others do not specifically do so however, this function is included within any of the phases. Table 1 shows the administrative process of several authors of the administration.

It shows how the integration stage is considered within the administrative process. It can be considered that the recruitment of personnel begins when we review the job description that we are about to fill, since the information that is published is extracted from this document that said step comes from a formal design process of this.

Author	Year	Administrative process
Agustin Reyes Ponce	2013	Forecasting, planning and organization, integration, direction and control
Salvador Mercado	2011	Planning, organization, direction and control
Weihrich, Cannice y Koontz	2017	Planning, organization, integration, direction and control
Munch	2010	Planning, organization, integration, direction and control
Robbins, Coutler y DeCenzo	2017	Planning, organization, leadership and control

Table 1 The administrative process according to different authors

Note. Own elaboration taking the information from the various sources indicated

As can be seen in the Table, the number of phases contained in the administrative process will depend a lot on the vision and perception of the students of the administration. It is necessary to mention that the failure to consider integration as such within the phases of the administrative process causes the interest in the function to be less and therefore the steps that must be followed in order to achieve efficiency and effectiveness are not fully carried out. administrative management (Ponce, 2013). It is worth mentioning that in the processes in which it is not included individually if they consider it within any of the other phases.

Integration concept

The definitions and concepts about integration as part of the administrative process are very varied and coincidental at the same time, the important thing in this is the importance that the administrator gives to this phase of the administrative process and even the perception he has about it.

This is because you can have a very clear concept of the definition, but the change is made by the vision or perspective you have about the function. It can be seen simply as a function that has to keep all the positions of the company covered or it can be seen as the responsibility to keep the ideal people in the positions, it can also be seen as a goal of the person in charge of fulfilling in time and time regarding the hiring of a new employee. Some integration definitions are:

According to Ponce (2013) “Integrating is obtaining and articulating the material and human elements that the organization and planning indicate as necessary for the proper functioning of a social organization”.

According to Munch (2010). “Integration is the function through which the necessary resources are chosen and obtained to implement the decisions required to execute the plans in accordance with the organizational architecture”.

As mentioned in the previous definitions, the authors emphasize the elements that are necessary to obtain for the proper functioning of the company and are: the human and material elements. This means that the Bachelor of Administration has an inherent and specific responsibility in accordance with the functions of any administrator that is to obtain or provide the company with the resources necessary for it to function properly. Here is the important thing to recognize integration as a special element in the administrative process. No administrator should lack the knowledge, tools and techniques necessary for the provision of both personnel and material resources to the company since they are actions that are considered strategic for the achievement of organizational goals.

Importance of staff integration

According to Casas (2016), he points out that beyond the economic, it is necessary to consider personnel as the most important factor to achieve success in a company. This is because it is the staff of an organization that makes things happen and neither material nor financial resources nor any resource can operate on its own without the intervention of the human factor.

The growth of every company will depend on the personnel it has. The company as an entity created to achieve the goals, whether lucrative or not, will always depend on the human factor. In the business sense we refer to the ideal staff to occupy a position in the company. (Dueñas, 2019) Point out that finding the right human staff that fits the organizational philosophy is not easy. Referring to the appropriate staff goes far beyond complying with a list of requirements that are established as the basis for considering a person as a candidate for a position. Information on the requirements that are requested for a given company can be found in the different media, however, it is very frequent that these requirements are only aimed at verifiable elements such as: level of studies, medical exam, knowledge exam and Verification of information contained in the request form.

Elements of the integration phase

According to the research we find four elements of the integration of people: Recruitment, selection, hiring and induction which are developed below. Recruitment. It consists of attracting interested people to the company to occupy a position and this is done by different means and sources. (Espinoza, 2012) refers that there are several sources to stock up on the best elements: Among others they can be: educational institutions, the church, other companies, the job bank and the same company. (Logistics, 2015) “The most important factors that drove organizations to adopt workforce management. The most important being the need for a more flexible workforce, which allows to have the right people in the right place and time in order to meet the demand, whether for production or services ”.

Carrasco (2017) Notes that: Hiring personnel without having an adequate job description can result in large losses for the company. Some of the negative effects are: low productivity, the cost of probable dismissal and loss of time, increase in staff turnover ”.

Selection. In this process that consists of several steps, it is essential to mention that each of them must be carried out with professionalism, that is, whoever participates in this part must be a qualified person that is to say professionals who have preparation in these aspects, since this It implies vision, professional knowledge and experience. Generally, the non-hiring of a good candidate comes from the lack of professional knowledge and this has an impact on the company because a good element is no longer obtained. Some of the steps included in this part of the integration of personnel are: reception of job application, interview, application of tests, information research and medical examination.

Hiring This part of the staff integration process is intended to formalize the work relationship between the company and the candidate. However, a frequent situation is that the candidate is not given enough time to read the contract in which it is specified all the responsibilities that he contracts with the company including the salary to be obtained. The problem that arises when the employee does not have enough information regarding the days, hours, overtime, compensation and benefits, is that when the worker receives his first fortnight he tends to leave the job because he does not consider it sufficient to meet his needs, Even when you are retained in the company to cover overtime or when you go to the company on rest days, the disappointment on the part of the worker comes and this ends in abandonment of work. The lack of a formal employment contract has consequences for the employee and for the company. The Federal Labor Law states that this document is the responsibility of the employer. The obligation to have a contract applies to all types of formal employment. In the event that a review is carried out in the company by the inspection and it is detected that the workers work without a contract, the company will face a high fine, the lack of formal contract is also considered as a fraud to Social security and fines to which the company is credited for these legal omissions. (Legalario, 2019)

Induction. Induction as a last step in the recruitment process is too important since that is where the enthusiasm of the worker for the company should be given.

There are several means that can be used to perform this important step: a welcome manual in physical or digital, video, do it personally, let another employee of the company perform it. The importance of induction as it is said is where the employee falls in love with the company, and for this a very special attention is required towards the new worker, where he is made to feel the importance he has for the company and is made to feel valuable. This has a direct impact on the commitment it may have towards the activities entrusted to it. (Human Resources Blog, 2015) notes that: "The people who make up the work force of a company are the most important and valuable resource, so it is absolutely necessary to take care of it, stimulate it, train it and promote it as much as possible from the team of Human Resources of the company. Not even the machinery can be compared to the efficiency of the human mind since the true success of an organization always goes through the fact that the most appropriate human decisions are taken at all times."

Method

Subject

The subjects of the investigation were 50 regional and national Mexican companies of Ciudad Obregón of different types, from industrial, commercial, services and public organizations and non-profit organizations. The number of companies was based on their acceptance.

Instrument

A personnel integration questionnaire was used, which is part of the instruments used to perform administrative and operational diagnoses and which consists of 26 closed-ended questions, 10 multiple-choice questions, and 9 open-ended questions.

Process

To carry out the investigation, we first proceeded to make calls with managers and businessmen asking for their participation in this project. Once accepted by the employer, they proceeded to make visits to each of the companies to apply the survey. After the application, the information was concentrated, and the results were identified to finally graph.

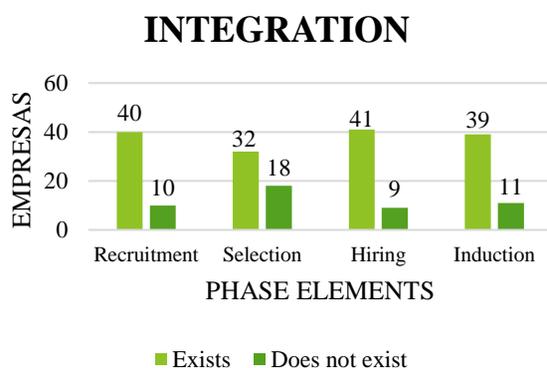
Results and discussion

Results

The results obtained in the application of the integration instrument are shown below. In recruitment it was obtained that 20% of the companies do not carry out a recruitment of personnel, their basis for the integration of personnel is “the door of the street”, this means that if at the moment a person arrives to ask for work there is a vacancy you are hired without carrying out the other activities of the personnel integration procedure.

Regarding a personnel selection process, it was found that 36% of the companies do not have a formal selection process, however they only carry out one step of the process that is the interview with the candidate and generally the company manager does. In the contracting part it was found that 9 companies do not yet carry out a formal contracting, which puts them in a situation of legal vulnerability.

In the induction phase it was found that 11 of the companies have no idea what is the induction of the staff to the position or the company, in an interview it was answered that when the new employee arrives for the first time the company will only act and perform work that at that time you are being requested and so you will learn what should be done in the position assigned to you.



Graphic 1

Results of the application of the staff integration instrument

Discussion

Considering the results obtained, it is detected that the administrative management of the empirical type still persists, with the focus that a person who holds the position of manager of the latter has enough vision to meet people and hire them taking into account their criteria at first sight. However, it should be mentioned that in all the companies investigated they have professionals from different areas including administrators, which is more worrying for the administrators' union.

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Certification proposal for the traditional professional cook of the state of Puebla**Propuesta de certificación para las cocineras tradicionales del estado de Puebla**

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Abstract

Eating is a biological act and cooking, a cultural act; the gastronomy in Mexico, for the culinary variety is the third in the world. The cuisine is made up of indigenous, spanish and asian elements, making it one of the most representative of the country, which consolidates its legitimate pride of identity. A good part of tourism moves, to a large extent, in search of gastronomic delights, find these in the typical markets of a province, a place or a good inn; allowing to interact with the popular gastronomic identity. The objective is to create a certification for the traditional professional cook of the markets of the city of Puebla in order to have the knowledge and technical tools to offer food with the best possible quality, thus allowing to generate an identity of gastronomic culture. In order to substantiate this certification, a study was carried out in the markets of the city having generated results that allowed the realization of the first training courses, which shall lay down the basis for the relevant certification. The kitchens in Puebla, have been laboratories of the food culture, the traditional professional cook, possess a culinary knowledge that contribute to the intangible cultural heritage, for this reason it is necessary that they possess a certification that gives them certainty of value in the activities that they carry out to frame in food identity.

Resumen

Comer es un acto biológico y cocinar, un acto cultural; la gastronomía en México, por su variedad culinaria es la tercera en el mundo. La cocina poblana está conformada por elementos indígenas, españoles y asiáticos, haciéndola una de los más representativos del país, que consolida su legítimo orgullo de identidad. Buena parte del turismo se desplazan, en gran medida, en busca de delicias gastronómicas, encuéntrense estas en los mercados típicos de una provincia, un paraje o una buena fonda; permitiendo interactuar con la identidad gastronómica popular. El objetivo es crear una certificación para las cocineras tradicionales de los mercados de la ciudad de Puebla a fin de contar con los conocimientos y herramientas técnicas para ofrecer alimentos con la mejor calidad posible, permitiendo así generar una identidad de cultura gastronómica. A fin de fundamentar esta certificación se realizó un estudio en los mercados de la ciudad habiendo generado resultados que permitieron la realización de los primeros cursos de capacitación, que asentarán las bases para la certificación correspondiente. Las cocinas en Puebla, han sido laboratorios de la cultura alimentaria, las cocineras poblanas, poseen un conocimiento culinario que aportan al patrimonio cultural inmaterial, por tal motivo es necesario que sean poseedoras de una certificación que les de certeza de valor en las actividades que realizan para enmarcar en identidad alimentaria.

Culture, Traditional Professional Cook, Certification

Cultura, Cocinera Tradicional, Certificación

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Introduction

Gastronomy in Mexico, for its culinary variety and tradition, is the third in the world and is a product of the miscegenation of indigenous, Spanish and Asian elements, which has been considered as one of the most representative of the country. The basis of this meal is corn, beans, chili and squash, ingredients that combine to produce a variety of dishes. It is said, with truth, that eating is a biological act and cooking, a cultural act.

Therefore, culture, which is not abstraction but concrete data expressed through the creative capacity of humans, is an accumulated wealth that has been building the planet in a hopeful and civilizing humanity, which has given societies formulas to live together and develop in all dimensions, both material and spiritual. In this sense, food is intimately linked to rituals and parties, so that its elaboration constitutes to honor humans and gods. Therefore, the archeology of food has documented the consumption of a wide variety of food products through the analysis of remains in comales, which reveal in them the preparation, for food, of products from the animal and plant kingdom.

It should be noted, the light of a culture is radiated by its multiple manifestations: music, architecture, sculpture, painting, and not to a lesser extent, the intimate dimension of everyday life; especially, the act of permanent love, repeated every day, which is cooking.

In this way, the kitchen is represented as a maximum expression of culture that, while infusing biological life to the individual, consolidates its legitimate pride of identity.

Food, species and condiments, as a whole have given rise to gastronomic discipline and have made changes to all civilizations throughout history. Food and nutrition are essential properties of life, there is no living organism without food. But man is the animal that cooks, the only being that transforms that instinctive activity into a mental exercise. Yes Aristotle defined us immortally as "social animals", the famous gourmet Faustino Córdón points out that, before social animals we have been "culinary animals". Cooking not only made man: he made it social.

The setting up of Faustino Córdón is interesting since, in the process of supply, preparation and consumption of food, they have made each social group create their own identity in relation to their diet.

Food, in addition to being an act of eating, has given a deep sense of belonging to a social group, that's why we consider the enormous civilizing role of cooking in human history

Justification

A good part of tourism travels, to a large extent, in search of gastronomic delights, find where they are: be it in the market of a lost province; in a place where there is nothing more, but nothing less, than a good inn; or in a truckers restaurant on the edge of a route.

Therefore, gastronomy is the art of turning food into joy. For her to exist, it is necessary to have created a kitchen in permanent evolution. Mexican cuisine flows through a large channel and has its main currents:

- a) The indigenous, pre-Hispanic primitive kitchens, corresponding to the diverse cultures that existed in Mesoamerica. This is where the mother recipes of our culture are found.
- b) The contributions of foreign cuisines, from the Caribbean to the Hispanic ones, with their Arab and Jewish trasiegos.
- c) The permanent evolution of Mexican cuisine, is when the two previous items merge and create the true, unique, Mexican cuisine.

The reflections on gastronomy and how it is built are expressed in three postulates:

1. Each kitchen has its own spirit, integrated by a set of rules that identify and characterize it
2. The kitchen originates in a geographical area determined by its land, sky and its men.
3. A kitchen can be different and be differentiated by the set of their dishes.

According to Pérez San Vicente, every kitchen must comply with the following statements:

- a) Being born in their own territory, determining their own space.
- b) Having created their own utensils.
- c) Produce your own inputs.
- d) Invent your ways and ways of cooking.
- e) Have your repertoire of dishes that cover every range of flavors: from sweet sour, from rough to soft, from salty to bitter.
- f) Be conceived by genres that integrate all the steps of a meal.
- g) Having established their schedules, customs and labels.
- h) The taste for the dish must exceed, at least, three generations, that is, more or less 150 years.
- i) Being able to take advantage of the knowledge of other people's cuisine to incorporate them without distorting their spirit.
- j) Having created dishes that identify you internationally.

Through the genesis of history, women have been assigned the responsibility of domestic food as a constitutive element of femininity. They appear as the main culinary transmitters of the Mexican peoples, in which their persistence in keeping memory alive, places them as bearers of knowledge and flavors of a gastronomic past and present.

Therefore, Puebla has consolidated over time as a region of the country whose cuisine is appreciated by own and strangers. In this gradual process, different real and imaginary contributions acrisolaron a gastronomic offer of Creole and mestizo nature, whose aromas and flavors are considered of baroque sensitivity.

Culinary fame has also spread in other ways, through the ingenuity of chroniclers and writers, who have built the history of some dishes using legends, full of romanticism. It should be noted that the food was made under the ingenuity of poblano cooks, to conquer the palate of family and friends.

Therefore, the kitchens in Puebla, have been laboratories of food culture, which integrates dishes, which offer succulent combinations; as well as broths, mole, marrow soup, chiles en nogada, marinades and drinks; In addition to cravings, such as: toasts, cemites, chalupas and molotes that emerge for our entertainment and palate, which is part of the food geography.

However, the anonymous cooks of homes, markets and convents continue to preserve and transmit knowledge through their recipes, which are part of the memory and cultural heritage that are framed in family ties. It is worth mentioning that the poblano cooks have a culinary knowledge that they contribute to the intangible cultural heritage, which is framed in food identity.

In addition, the cooks have not only nourished our population, but they have been a therapeutic resource, when they produce products for specific diets for the sick or convalescent, as is the case with atoles.

It is important to highlight that, in 2010, Mexican gastronomy was declared Intangible Cultural Heritage of Humanity-UNESCO, since it demonstrates some antiquity and historical continuity, it also enjoys an important role as an identity element, it is of collective elaboration, which It relies on products originating in its land and boasts great creativity in its cooks, which over the centuries have perfected this cuisine.

Likewise, 10 Mexican kitchens from the following States were enlarged: Oaxaca, Michoacán, Puebla, Yucatán, Chiapas, Nayarit, Guerrero, CDMX, Colima and Veracruz, a crucial element of national identity, due to its history, creativity, diversity and transcendence, a of the people who made this recognition possible by Gloria López Morales, Mexican writer, journalist and diplomat, as well as founder and president of the Conservatory of Mexican Gastronomic Culture (UNESCO advisory body).

Theoretical framework

Traditional cuisine

In recent times, attempts have been made to define what is traditional cuisine? And in general, it has been considered as a middle-class kitchen, which differs from the haute cuisine of the rich and is consumed by the general population. But this kitchen evolves slowly and gradually in consideration of the contributions of technological developments, variations of tastes, fashions and innovations that each chef brings in his preparation. In any case, at all historical moments the existence of two antagonistic tendencies has been postulated: the first a constant and constant desire to modify and update the usual cuisine and a second, the strong idea of preserving the fundamental elements of a traditional kitchen.

Traditional cuisine, in turn, is studied and admired by culinary geniuses, who praise its past and try to preserve it against any change that threatens to distort it.

It must be recognized that there is a group of people indifferent to the quality of food and that they only eat to survive, ignoring the importance and pleasure of a varied diet linked to cultural tradition. One of the trends and tastes of current tourism is the appreciation of history, nature and the arts, which is linked to the enjoyment of good food and traditional drinks, prepared, based on local products, handmade and reproduced according to recipes inherited by ancestors. This trend is a model of life of an intellectual and philosophical position that has no geographical boundaries and that only a powerful incentive helped by tourism can be achieved based on the creation and dissemination of gastronomic itineraries.

In this way we can find that our traditional markets that at one time were supplying places for local populations, have now become true tourist captors who seek to find in them the culinary delights and traditions of the localities. The kitchens found in these establishments are mostly served by the so-called traditional cooks, who are faithful to oral knowledge, execute the ancestral recipes learned daily in the family and that mostly obey gastronomic calendars according to production of seasonal food.

The current gastronomic markets seek continuous fluidity, constantly presenting "new" products, innovative dishes and unusual and original techniques, only to mark a supposed status in the diner, trends are shown as the future and new ways of preparing dishes. They are constantly renewing themselves to continue in the tune of novelty, being part of a liquid consumerism, because such preparations and modern concepts proposed in restaurants and gastronomic spaces are so fleeting that they do not even allow to consolidate themselves in the tastes of the diners, who before the novelty in a hurry, they radically change their tastes and preferences to somehow continue to the vanguard and follow fashion.

It should be understood that trends have a decline and that gastronomic concepts have an expiration date, they no longer think about creating dishes that they like in the long term, chefs who create and follow trends can save themselves efforts and limit themselves to searching the dishes unprecedented the maximum impact to please their guests, because at the end of fashion will become obsolete before the entry of new trends.

The diners "conservatives prefer to delight in delicacies of the past for familiarity and the meanings conferred on them, becoming loyal and faithful lovers of traditional cuisine." Giving way to the cooks to continue preserving ancestral dishes. From this perspective, the ancestral dishes show a continuous recreation and development, as they are transformed over time, the change of techniques, the culinary miscegenation or the adoption of new ways of eating, resignifying the culinary of each country, preserving the heritage gastronomic, new values are given to flavors perceived by taste and translated directly into feeling.

The dish contains part of the history of a community and reflects in it the identity of the guests becoming a source of aesthetic, historical and heritage pleasure. Gastronomy is then heritage and faithful reflection of society, each element that integrates the kitchen and food, is loaded with symbolic meaning and a significant value for diners, cooks and conservative society. Such symbols manifested in the food show a social and cultural relationship of the history of a community, and are also an expression of the memories of lovers of traditional cuisine.

The gastronomic heritage is preserved through an awareness of the historical value of the dishes, and thanks to the readjustment of contemporary preparations combining flavors of the past and impressions of the present, the culinary traditions of the cuisine are preserved and kept alive antiquity. The kitchen presents a particular perspective on the transformations in society's relations with nature. However, although cooking is a privileged space for cultural reproduction, academics often overlook it, partly because of its difficult access, particularly for male researchers, but also because of the undervaluation of this space.

The idea that food is made with love and that it is an expression of love is not expressed only in Mexican culture — see, for example, Italian or Jewish culture. In its current form in the valley of Mexico it has roots in the pre-Hispanic Mesoamerican culture. Particularly when cooking with corn and making tamales — the sacred food of the gods — cooks have to respect certain rituals that reflect traditional beliefs.

Professional Certifications

One of the important issues today, apart from the concern that exists about how the worker acquires the necessary skills to deal with the transformations of the world of work, is the certification of those skills.

In recent years, there are several factors that justify professional certification as one of the central themes of the debate in the field of training and work. The concern for the improvement of the quality of training, the constant need to adapt training systems to the transformation of the productive world, the concern for guaranteeing training systems that allow the acquisition of skills that improve the flexibility and versatility of workers and the pertinent management of both labor and training mobility are some of the reflections that this debate is generating on the competences and their certification

The National Council for the Standardization and Certification of Labor Competencies (CONOCER) defines as competence the set of skills, abilities, knowledge and attitudes that are assertively specified in the resolution of problems or in a relevant response to a new or specific situation.

It also describes us as a standard of competence to the set of knowledge, skills, abilities and behaviors that a person requires to perform activities with a high level of performance. With these two concepts we can establish that a certification of competencies recognizes the knowledge, know-how and know-how of a person regardless of the way in which he acquired that knowledge.

The certificate of competence is an official document where a person is credited as competent in accordance with the provisions of a competition standard; This certificate of competence is a document issued by the Ministry of Public Education of the Federal Government in which it is ensured that the performance of a person conforms to what the companies or institutions require.

Problem

It is important to reflect on the complexity of the search for a certification system that serves as a basis for the recognition of the competences of those people who work in the service area; In this complex task, there are unresolved doubts at the moment about:

- a) How do we build a certification model that is flexible enough to deal with the constant changes in context?
- b) How can we certify competencies through a unique system, when the acquisition of those competencies in each area is different?
- c) How are we going to consider, when certifying the competencies, those acquired throughout an active life, through work experience outside the training systems?

When we address the issue of professional certification, one of the first problems that arise is the diversity of terms that are used around the certification of competencies. Concepts such as recognition, accreditation, validation, certification, evaluation of professional competences, are often used interchangeably to refer to the same processes, those of certification and accreditation of competences, acquired in both formal and non-formal and informal situations.

One of the most important factors is how the kitchen of each entity, must have recognition by the authorities, which must manage the necessary resources and policies that allow the preservation and conservation of the entity's gastronomy.

Poblana Gastronomy Recognition

The gastronomy of Puebla is recognized internationally for its flavor, its variety and its history. It is the result of the fusion of the culinary tradition of Mexican origin (prior to the colonial period) and the influences of Spanish, French and Arabic cuisine. Each of them contributed not only ingredients - such as tomatoes, onions, oil - but also utensils and processes that enriched the culinary offer of the state and considered one of the most representative of Mexico.

Living and tasting the typical poblano preparations present at different seasons of the year, knowing the stories that gave rise to them and that make them a national identity reference, are just a taste of the extensive meaning of a representative mestizo cuisine of the world, characterized by the merged vision of the ingredients between two gastronomic cultures: indigenous and European.

The gastronomy of Puebla was initially recognized through the communiqué shared by the National Council for Culture and the Arts on March 3, 2010, where the government of the state of Puebla declared it "Intangible Cultural Heritage of the entity", a title that was consolidated with the announcement of the United Nations Educational, Scientific and Cultural Organization (UNESCO) on November 16 of the same year, naming Mexican cuisine "Intangible Heritage of Humanity."

That is why based on Article 13 sections VII and VIII of the Internal Regulations of the Town Hall and Commissions of the Honorable City Council of the Municipality of Puebla; 7 section II, 11 sections I, III, XV and 12 sections XVI, XVII, of the Internal Regulations of the Secretariat of the City Council of the Municipality of Puebla, it is reported that in the Ordinary Session of the Cabildo, held on May 20, 2019, It is unanimously approved to vote on the establishment of May 17 as the "Municipal Day of the Traditional Cook and Cook"

This declaration was made with the objective of recognizing and valuing the gastronomic knowledge that is expressed in everyday practices and traditions, which are constantly recreated, in person, by experience and through oral communication.

The culinary culture is in the collective and nourished memory of knowledge and practices that come from the past. Therefore, the kitchen is always resignifying this legacy, which gives a sense of belonging to a community that has preserved its gastronomic traditions.

Importance of certification of traditional cooks

Traditional cuisine is understood as an exercise that manifests the memory in everyday practice, based on eating habits in which it allows the recognition of social life and the values that are assigned from it to the traditional; appropriate forms and recipes are built, it is mostly associated with the exercise of the commercialization and distribution of public spaces and events such as the Fairs and Meetings of Traditional Cuisine in which the purpose revolves around the conservation and enhancement of recipes and ingredients and as well as the local economy that have led to the development of food practices that clearly identify them.

The knowledge that traditional cooks have acquired through the years they have dedicated to preparing food can now be certified thanks to the integration of the new Competency Management Committee.

Because Gastronomy is much more than a recipe catalog or a restaurant directory. It is collectivity, it is history, myth, rite, legend, language, economy, market, exchange, community and symbolic values, religiosity and plastic: it is Culture. In this nature and with the importance given to our food and to the creators of these gastronomic ambassadors, as well as their knowledge and traditions; In order to have an instrument to certify the knowledge and work of people related to Traditional Cuisine, the Competency Management Committee of the Conservatory of Mexican Gastronomic Culture (CCGM) was integrated before the National Council for Standardization and Certification of Labor Skills (KNOW).

This committee is made up of these agencies together with a representative from each state; with the purpose that this CCGM Competency Management Committee will be responsible for analyzing, identifying and developing competence standards and the instruments of competence assessment related to traditional cuisine, taking into account the need of people in training, evaluation and certification to increase your competitiveness.

Traditional Poblana Cook Certification Model

The certification of competencies for the traditional cooks of the state of Puebla, serves as an indicator that allows analyzing and evaluating the performance of their trade according to their knowledge and empirical experience in addition to practices of regional gastronomic traditions of Mexican cuisine, intangible cultural heritage.

Traditional Poblana Cook Certification

I.- General Data Title Code CTP2019
Traditional poblana cook

Purpose of the Competition Standard

Serve as a reference for the evaluation and certification of people who prepare food based on a recipe book (strong dishes, candy, drinks and snacks) and with utensils originating in traditional poblano cuisine.

It can also be the basis for the development of training and training programs based on Competency Standards (EC). This EC refers only to functions for which the realization of a professional title is not required by legal provision. Therefore, to be certified in this EC, it should not be a requirement to have said academic document.

General Description of the Competition Standard

This Standard of Competence, traditional poblana cook, describes the functions and competences of the traditional cooks of the state of Puebla, which perform their trade to the empirical knowledge and traditional experiences and practices that have been transmitted orally and according to the calendars state cuisine; which uses cooking techniques and methods, as well as utensils and original products.

This EC is based on guiding criteria of legality, competitiveness, free access, respect, decent work and social responsibility.

Level in the National Competence System:

Performs scheduled activities that are mostly routine and predictable. These activities have been learned orally and enriched by the daily life and knowledge of the products.

Requiring that these practices be considered as part of the system that make up the cultural and traditional knowledge of the population's identity. This Competition Standard, once published in the Official Gazette of the Federation, will be integrated into the National Register of Competition Standards operated by CONOCER in order to facilitate its use and free consultation.

Organizations participating in the development of the Competence Standard

- Conservatory of Mexican Gastronomic Culture.
- Relationship with other Competition Standards
- EC0042 Coordination of food and beverage services.
- EC0127 Food preparation.
- EC0128 Preparation of drinks.
- EC0081 Hygienic food handling.

It is recommended that the following aspects be considered in the evaluation:

- a) The performance evaluation can be carried out in a real or simulated situation.
- b) The products as a result of the requested performance will be presented as evidence during the evaluation of the Competition, so no history evidence is required.

Elements that make up the Competition Standard

Puebla gastronomic culture

Evaluation criteria

The person is competent when demonstrating the following:

Performances

1. The participants will distinguish the historical processes, analyzing the components that gave rise to the poblano cuisine and its identity according to the UNESCO criteria.
2. Participants will recognize the origin of the main food products and their geographical location.
3. Participants will identify the fusion of the various food items that gave rise to the main dishes of the poblana cuisine, according to Salvador Novo's studies.
4. The participants will relate historical events and events that initiated the legends of the main poblano dishes according to the studies of Artemio del Valle Arizpe and Enrique Cordero y Torres.

The person is competent when he has the following:

- Knowledge Recognizes historical processes that contribute to the culinary culture of Puebla.
- Recognize the importance of the fusion of food products created by the main dishes of Puebla.

Supplies**Evaluation criteria**

The person is competent when demonstrating the following:

Performances

1. Knowledge
 - Know the food products according to their origin.
 - Know the use and use of seasonal products.
 - Recognizes products according to their origin of production.

- Recognizes the organoleptic properties with respect to their lifespan.

The person is competent when he has the following knowledge:

- 1) Identify the food groups and their characteristics:
 - a. Cereals and tubers.
 - b. Fruits and vegetables.
 - c. Spices.
 - d. Product of animal origin.
- 2) Identify food products according to the agricultural cycle.
- 3) Recognize food products according to the geographical territory in which they are produced.
- 4) Identify according to flavors, smells and texture the feasibility of inputs for food processing.

Utensils**Evaluation criteria**

The person is competent when demonstrating the following:

Performances

1. Origin and materials of traditional utensils.
 - Identify the origin of traditional utensils.
 - Identify the materials that make up the utensils for the preparation of traditional recipes.
2. Handling of traditional utensils.
 - Know the proper way to handle the utensils to get the right products from the traditional recipe.
 - Know the proper maintenance of traditional utensils.

The person is competent when he has the following knowledge

1. Know the origin and materials that make up traditional utensils:

- Wood.
- Mud.
- Stone.
- Metal.
- Plant elements.

2. Identify the proper way to handle and care for traditional utensils

Technique and methods for making traditional dishes**Evaluation criteria**

The person is competent when demonstrating the following:

Performances

1. Learn about the traditional techniques for the preparation of the main dishes of the poblana cuisine.
 - Prepare the mise en place for various traditional dishes:
 - Cutting the inputs as requested in the base recipe.
 - Using the quantity of inputs required by the base recipe.
 - Using traditional culinary techniques and methods
2. Prepare a main course:
 - Applying culinary techniques established in the base recipe according to tradition.
 - Applying the cooking method established in the base recipe.
3. Serve the main course:
 - Using the weight established in the base recipe.

- Applying plating techniques according to the basic principles (color, texture, height, temperature and designs).

Products**1. The requisition of inputs elaborated:**

- Includes recipe name.
- Contains quantity and unit of inputs according to the recipe.

The person is competent when he has the following knowledge:

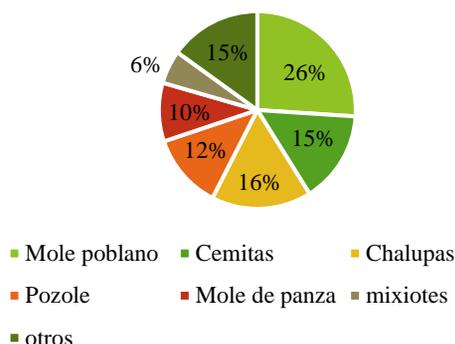
- Meet traditional recipes.
- Use the appropriate percentages and weight with respect to the recipe.
- Process inputs with traditional culinary techniques and methods

Results

In order to be able to start the project of the "Traditional poblana cook" certification, a survey was conducted in the six main popular markets of the historic center of the city of Puebla (Alto, Parral, Acocota, El Carmen, de Sabores market); These markets are located in the most popular neighborhoods of the historic center, so it was considered that they would provide a perspective of the cooking of the traditional food that is sold in them. The survey was carried out taking 41 food service establishments as a sample.

The data sheet was made up of 9 items focused on knowing the culinary practice in these spaces: identify which are the traditional dishes that they prepare throughout the year (including temporary ones); the techniques, methods and tools implemented; origin of the recipes consulted for the preparation of dishes; places where inputs are acquired; and if the traditional cooks have knowledge in the history of poblano cuisine and food preparation.

Traditional dishes

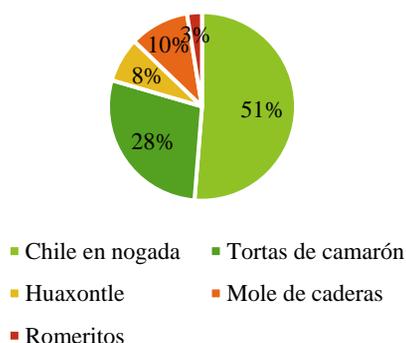


Graphic 1 Traditional dishes elaborated in the markets of the historic center of Puebla

Source: self made

The data collection highlights that 93% of the cooks prepare traditional dishes, where the mole poblano (26%), cemita (15%), chalupa (16%), pozole (12%) and the mole of belly stand out (10%) representing 79% of traditional culinary production in the historic downtown markets.

Seasonal Cymbals

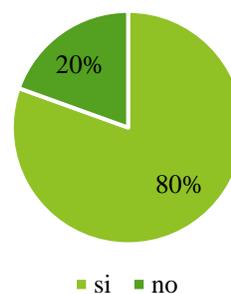


Graphic 2 Seasonal Cymbals

Source: self made

The gastronomy of Puebla stands out for its wide variety of dishes present throughout the year, those so-called temporary are integrated into its recipes food supplies that are obtained only at precise times of the year. Chili in nogada with 51% presence in popular markets, followed by shrimp cake (28%) and mole de hips (10%).

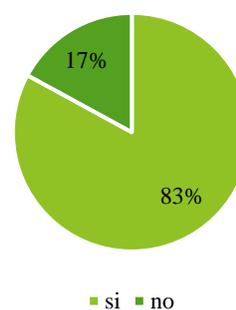
Capacitación de "Historia de la cocina poblana"



Graphic 3 Interest in the training of "History of poblana cuisine"

Source: self made

Capacitación "Preparación de alimentos"



Graphic 4 Interest in the "Food Preparation" training

Source: self made

As part of this study, the training of traditional cooks was considered, the group analyzed showed that 80% of the cooks show interest in taking training on the history of poblana cuisine and 83% in food preparation.

Conclusions

Puebla, in the viceregal era was a place of convergence, its gastronomy reveals the richness of the markets of "both seas". Conventual heritage, poblano cuisine allows the full enjoyment of being, that is, traditional dishes are lived through their colorful colors, stimulating smells, intense flavors and imagination through happy spirits, which converge on the table. The culinary heritage is set with the presence of indigenous, mestizo and Creole cuisine, which allows a unique symbiosis of flavors, where you dance between sweet, salty and spicy. The poblano kitchen in turn has created its own utensils (metates, molcajetes, sieves, sifters and casseroles of the neighborhood of the light, as well as its elegant crockery tableware.

These knowledge and knowledge have been inherited from the traditional cooks from generation to generation, who, faithful to the old standards, take care of the culinary work of the people. Given the ties of the new kitchen trends, it is necessary to take care of this traditional knowledge of the cooks, which offer stews especially in the markets of the city. Therefore, training and recognizing their knowledge through an official certification will put their knowledge in quality; The purpose of this proposal is for this group of traditional cooks to continue promoting their knowledge and making themselves available to tourism, so that we can take care of the gastronomic heritage of this city and at the same time offer better working conditions to the guardians of an ancestral culture.

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Job security in a packaging and distribution of hydrochloric acid company**Seguridad laboral en una empresa de envasado y distribución de ácido clorhídrico**

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Abstract

Hydrochloric acid is a chemical compound with broad applications in industry, chemistry, mainly used for the manufacture of agrochemicals, veterinary products, production of PVC, the process of demineralization of water, activation of oil fields, process of tanning skins, process of stamping in the textile industry, production of pharmaceuticals as well as applications in the food industry as an additive in the manufacture of gelatin and sugar. In recent years in Mexico, the chemical industry has held between the third and fourth place in the value of GDP is a 10.7% of this (INEGI, 2015). The growth of this industry every year, explains the increase in the demand for the product of the study dedicated to the purchase, storage, packaging and distribution of hydrochloric acid and muriatic. This company raises the need to distribute their areas of production, optimizing the working conditions and the need to expand to implementing a better distribution of plant that guarantees the security of the worker and increase its production capacity and competitiveness.

Resumen

El ácido clorhídrico es un compuesto químico con amplias aplicaciones dentro de la industria, principalmente la química, utilizado para la fabricación de productos agroquímicos, productos veterinarios, elaboración de PVC, el proceso de desmineralización del agua, activación de yacimientos de petróleo, proceso de curtido de pieles, proceso de estampado en la industria textil, producción de productos farmacéuticos así como aplicaciones en la industria alimentaria como aditivo en la fabricación de gelatina y azúcares. En los últimos años en México la industria química ha ocupado entre el tercer y cuarto lugar en el valor del PIB es decir un 10.7 % de este (INEGI, 2015). El crecimiento de esta industria año con año, explica el aumento en la demanda del producto de la empresa en estudio dedicada a la compra, almacenamiento, envasado y distribución de ácido clorhídrico y muriático. Esta empresa plantea la necesidad de distribuir sus áreas de producción, optimizar las condiciones de trabajo y la necesidad de expandirse implementando una mejor distribución de planta que garantice la seguridad del trabajador e incremente su capacidad productiva y competitividad.

Job security, Hydrochloric acid, Risks**Seguridad laboral, Ácido clorhídrico, Riesgos**

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Introduction

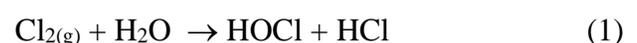
Hydrochloric acid is a chemical compound, formed by a solution in water of hydrogen chloride gas, it is an acid of high thermal stability with a wide variety of applications, it is considered among the inorganic compounds of greater use and importance on an industrial scale (Acids .info, 2017). It receives a variety of different common names that change depending on the geographical area, so for example it is known mainly in America as muriatic acid, while its common name in Spain is strong water, other names it also receives are: spirit of salt, salt acid, chloric acid and marine acid.

Hydrochloric acid, has as its main characteristics its high corrosive and acidic power, it is also in a liquid state as it is an aqueous solution with a slight yellowish hue. In a gaseous state it weighs more than air and has a smell that irritates the mucous membranes and eyes. It is usually treated in chemistry as a strong acid, since it dissociates completely in the aqueous solution; It is usually used as a reagent. Its pH is usually lower than 1, so it is dangerous and even lethal to humans if ingested, even a small amount. It is naturally present in the gases emitted by volcanoes, which when exposed to air form dense and corrosive white vapors. In addition, gas is also formed by burning some types of plastics, and as soon as it comes into contact with water, the formation of HCl takes place. Chemically, hydrochloric acid is a monoprotic type acid, that is, it only releases one proton (H⁺). When in an aqueous solution, said ion binds to an H₂O molecule, resulting in the production of an oxonium ion (H₃O⁺). Along with oxonium, the formation of another ion, chloride (Cl⁻), is also given. That is why hydrochloric acid can be used in preparations of chloride salts. HCl is an acid considered strong, because when it is in water, it suffers a complete dissociation, it is a strong acid not very dangerous to work if we compare it with other strong acids such as Sulfuric acid, in addition to HCl solutions that have concentrations tight, are usually highly stable, being able to maintain over time, so they can be prepared and preserved for later use. All this, together with that it can be achieved as a reagent in its purest form, makes HCl a reagent widely used to acidify, as well as an acid titrant used in volumetric processes. It has a wide use in chemical analysis for volumetries and for the digestion of various analytical samples.

Apart from its use as a reagent, hydrochloric acid has numerous uses not only because of its strong acid characteristics but also because it is economical, stable, high in water and volatile. Among these uses is the removal of limestone residues (Calcium Carbonate, CaCO₃) whose presence can cause fouling and sealing of pipes, in this process limestone dissolves when reacting with hydrochloric acid forming calcium chloride (CaCl₂) with release of CO₂ and H₂O. In the branch of organic chemistry, HCl, is used in the synthesis of some organic acids. Another important application for HCl is its participation to regenerate ion exchange resins. In the food industry, HCl is used in the production of gelatin, because it dissolves bone parts. It has wide use in the production of cleaning products, it is used in the treatment of metals, in the treatment of leather as well as in the manufacture of numerous and varied industrial products.

In spite of being highly used, it is not free of harmful effects on health, since HCl, besides being corrosive, is quite irritating to any mucosa or tissue that is in its contact or inhalation. Causing from sore throat to suffocation depending on the exposure time. Some sensitive people cause inflammatory reactions.

When HCl is mixed with bleach, or other oxidizing agents, a toxic chlorine gas is produced. Always depending on the concentration of the acid used and exposure to it, it can cause from mild irritation, to serious burns, either on the skin or in eyes or other areas. Long-term exposure, even at small levels, will cause breathing problems, mucosal irritations and also teeth, which will discolor. The gastric juices that are secreted in the stomach have an HCl content of about 3%, which gives it a role of coenzyme in the digestion of food, to digest proteins and in the hydrolysis of the polysaccharides that we can ingest through the diet. The stomach HCl is produced by the parietal cells of the stomach, which is protected against the action of said acid, but when some of the protection processes fail, the known stomach ulcers occur (Méndez, 2013). Free chlorine is the most commonly used disinfectant, it is classified as an oxidizing agent. When free chlorine is added to water, it quickly reacts with it to form hypochlorous acid (HOCl) and Hydrochloric acid (HCl) according to reaction 1:



Although chlorine disinfection is very effective (mainly against bacteria and viruses) and with cost advantages, the use of chlorine has some disadvantages such as the formation of by-products, since chlorine reacts with dissolved organic matter present in the water at disinfect and form trihalomethanes (THM) which are carcinogenic (Mihelcic, J. and Zimmerman J., 2012). The regulations of the World Health Organization for chlorine establish a maximum allowed limit of 5 mg / L and NOM 127 SSA1-1994 of 0.2 - 1.5 mg / L. Chlorine produces water flavor, its detection threshold being 0.6 - 1.0 mg / L. While chemical products can be useful, it is necessary to take measures to prevent and keep under control the potential risks for workers, workplaces and the environment (ILO, 2014).

Occupational safety includes a set of measures and activities developed to minimize or eliminate the risks arising from the performance of a job. Understanding by risk according to the USEPA (United States Environmental Protection Agency, 2001) any possibility of something happening with negative consequences.

The company under study is dedicated to the purchase, storage, packaging and distribution of hydrochloric and muriatic acid, in the presentation of pet and polyethylene bottles in measures of 0.5, 1 and 4 liters as well as 70, 120, and 200-liter gallons.

Every organization is responsible for the safety and health at work (OSH) of its workers and that of other people who may be affected by their activities (Muñoz, 2019).

Nowadays the company does not have the capacity to cover the increasing demand of its products because its productive capacity is limited by the lack of facilities and the poor distribution of plant; and for not having the regulations implemented in its facilities. Consequently, the company sees the need to carry out the plant distribution design based on the current safety guidelines in order to expand by implementing a distribution that guarantees worker safety and the application of the regulations for its correct operation.

Objective

Perform the analysis of occupational safety needs in the design of plant distribution of a hydrochloric acid packaging and distribution company.

Methodology

The research method used in this project was descriptive, since the first action was to describe the current situation of the company, which starts from the general problems to individuals, where the main problem was identified and described, which starts with the poor distribution of the company's plant which does not guarantee operator safety. Another method used in this investigation is the explanatory one, since the causes of the company's problems were searched, such as that the company does not have defined work areas, the lack of work methods and the presence of occupational accidents, which have an impact in occupational hazards that are present in the daily work in the facilities. The scope of the methodological research is to propose a distribution of facilities that will allow the company to increase its production, guaranteeing worker safety, giving it a better workspace and facilities. The design of the present investigation is not experimental, therefore, the variables of the work were not objects of prior control or corrective in the development of the investigation, leaving the observed events to evidence data without manipulative intervention by the researcher. On the other hand, this study was determined as a field investigation, since the data collection process was carried out in a company in the Tehuacán Region, being a case study. Field research was carried out in characteristic phases of a methodical process and follows the form of the scientific method to solve the problem, this process is as follows (Muther, 1981):

- The clear statement of the problem or task.
- Facts that can be measured.
- New approach to the problem in light of the facts.
- Objective analysis that leads us to a decision.
- Action to get approval and installation.
- Tracking and checking.

In order to assess the risks and propose corrective and control actions to guarantee occupational safety.

Results

Primary information

The collection of qualitative data from primary sources was obtained directly with interviews with workers and guided observation tours in the visits to the company under study which has a total of ten employees: five operators in the production process and five in management activities, sales, purchases and multiple activities of the company. The interviews were applied to the five operators dedicated to the production process and to three members of the company's trustworthy staff: general manager, sales manager and production manager. The company is classified as microenterprise by its number of workers (DOF, 2002) and has more than 25 years in the market and currently in its product catalog is bottled hydrochloric acid in the presentations of:

- 500 milliliter bottle.
- 1 liter bottle.
- 4 liter gallon.

The process for the packaging of hydrochloric acid, in its different presentations currently consists of 7 stages as shown in Figure 1, which are performed manually, without having clear and adequate facilities for production. The parts used in the process are not manufactured, all are purchased and arrive at the company of suppliers from different cities. The sales market is mainly carried out in the Tehuacán region and the distribution of the products is carried out by the members of the company.

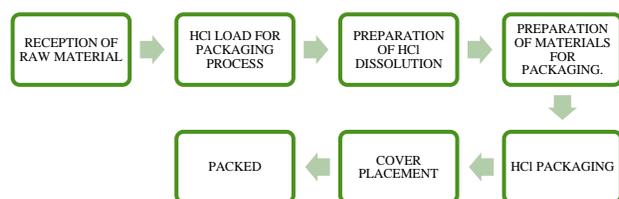


Figure 1 Diagram of the current production process

- Reception of raw material: this process begins with the admission of hydrochloric acid which is received by a worker, this makes the connection of hoses and the manual filling of storage tanks.
- Preparation of HCl: at this point the worker loads the hydrochloric acid to casks, then move them to the production area, for the preparation of the solution.
- Preparation of the HCl solution: the worker adds distilled water to the tanks, dye and mix until the desired characteristics are obtained.
- Preparation of the material to start packaging: the operator places the tools for packaging such as the hoses, keys and tools for production.
- HCl packaging: the operator starts the continuous filling of a batch of bottles, which are arranged on the floor of the work area, the operator performs the sitting operation and filling is done manually.
- Cap placement: the operator goes to the warehouse through the lid bag, returns to its area for the placement of bottle caps, the operation is performed manually.
- Packaging: for the packaging of hydrochloric acid, the operator goes to the warehouse through the package of boxes, the boxes are armed by the worker and then the bottles are packed. After packing and closing the boxes, the operator estiva boxes and takes them to the warehouse of finished product.

The materials involved in the different parts of the process are the following:

- Hydrochloric Acid (HCl) in concentration from 28 ° to 30 °.
- Bottle of: 500 milliliters, 1 liter and 4 liters.
- Bottle cap: 500 milliliters, 1 liter and 4 liters.
- Carton box.
- Tags.

- Yellow Pigment.
- Paste tape.

The preparation of the solution is carried out in the company's facilities, in which hydrochloric acid, distilled water and pigment are added, this solution is carried out in a two hundred liter tambo and as all operations are performed manually. The bottles used for packaging carry a label, with the brand, the name of the product and necessary information, the activity of placing the label on the different bottle presentations is carried out externally:

- External operation: Manual labeling to bottle.

Both operators and managers perform various functions in the company according to its needs, such as: receipt of raw materials, purchases of raw materials, preparation of raw materials, packaging, packaging, loading and unloading of products, sales and administration . The company does not have established processes, in this case the operator with more experience teaches new workers the steps to perform for the filling of bottles since there are no manuals of the process in the company, this brings with it that there is ignorance and doubts about the different activities and the correct way to do them, with the risk that the possible errors entail. Both managers and workers are not clear about the departments that exist in the company, since in the existing areas there are multiple activities, the current facilities of the members of the company only recognize that they have a production area and warehouse of raw material. No worker or manager has received information or training on the management of hydrochloric acid. Recommendations have been received from the supplier regarding the handling of the material, but mainly knowledge about this substance has been obtained over the years, with the daily handling of the product. The high command of the company does not have a clear concept of what a personal protection equipment is and the importance of this, there is a lack of knowledge and little culture on this issue, in addition to the fact that the company provides few elements of personal protection to its workers, the lack of regulations in the company contributes to the operator not using these elements and in the same way the non-application of regulations.

90% of workers consider that they carry out activities that put them at risk, such as the reception of hydrochloric acid, the loading of acid for the packaging process and as such the exposure to this substance, in the interviews we can notice that workers have a concept, although not very deep, of what labor safety means, since for them it is that they have no accidents in carrying out their activities; for this they indicate that the occurrence of accidents is very low, they have had cases of skin irritation, spills on their clothes, splashes in the eyes or spills on the floor, however they do not consider them risky. The managers consider that the treatment of their workers is in a respectful, fair and accessible way, as they seek to provide a pleasant working environment, as well as make them participate in the success of the company for which a positive communication with them is important. They recognize that the tasks and responsibilities of the company are not clear and are unknown to some, due to the lack of organization, the lack of assignment of responsibilities and the lack of an organization chart in the company. They are aware of the danger posed by the operator's exposure to hydrochloric acid, so they seek to improve the company's infrastructure, to offer a better workspace, to have growth and to be a successful company in the region. At the moment the high command of the company, looks for governmental supports for the expansion of his company, with a proposal that guarantees so much the increase of his productive capacity as the labor security. From the analysis of the current problem, the main factors involved in the process were identified and the cause-effect diagram shown in Figure 2 was designed, such as: material, labor, movements, facilities and work tools.

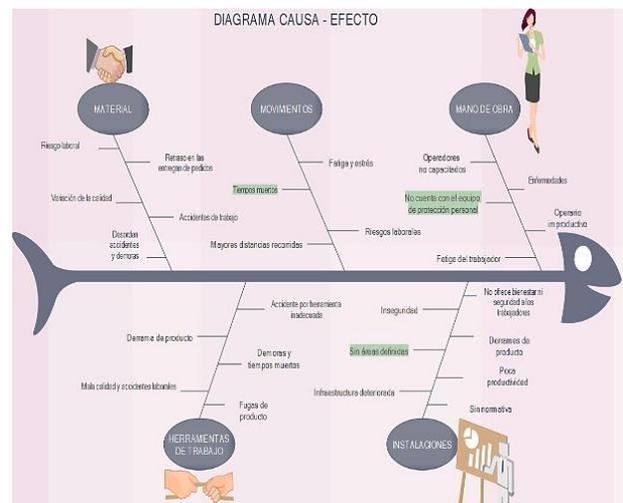


Figure 2 Cause-effect diagram of the current production process

Of the various problems presented in the company, a histogram was shown, which is shown in figure 3, where it is identified that the origins of the majority lie in the damaged infrastructure that can cause an accident, the lack of defined areas that generate disorder and operations unproductive, as well as the lack of standards applied in the company that result in the lack of guarantee in the worker's safety. Given this situation and taking into account compliance with the Official Mexican Standards (NOM) (table 1) it is proposed to the company:

- Design of the hydrochloric acid warehouse.
- Design of the hydrochloric acid discharge lines.
- Design of a mechanism to capture gases in the hydrochloric acid storage area.
- Proposal for hydrochloric acid storage tanks and use tools for the production process.
- Proposal of personal protective equipment.

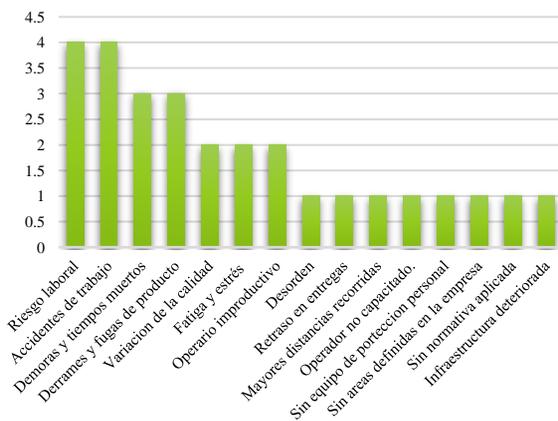


Figure 3 Results Histogram

Of the 42 existing NOMs, 12 are on occupational safety, 8 health, 9 product; 6 of organization and 7 for specific activities.

Official Mexican Standards			
Classification	Denomination	Publication in the Official Gazette of the Federation	
SECURITY	NOM-001-STPS-2008	Buildings, premises, facilities and areas in the workplace - Safety conditions	24/11/2008
	NOM-002-STPS-2010	Safety conditions - Prevention and protection against fire in the workplace	09/12/2010
	NOM-004-STPS-1999	Protection systems and safety devices in machinery and equipment used in workplaces	31/05/1999
	NOM-005-STPS-1998	Concerning health and safety conditions in workplaces for the handling, transport and storage of hazardous chemicals With modification project 03/24/2017	02/02/1999
	NOM-006-STPS-2014	Material handling and storage - Occupational health and safety conditions	11/09/2014
	NOM-009-STPS-2011	Safety conditions for performing work at height	06/05/2011
	NOM-020-STPS-2011	Pressure vessels, cryogenic vessels and steam generators or boilers - Operation - Safety Conditions With modification agreement 03/24/2017	27/12/2011
	NOM-022-STPS-2015	Static electricity in the workplace - Safety and hygiene conditions	01/04/2016
	NOM-027-STPS-2008	Welding and cutting activities - Safety and hygiene conditions	07/11/2008
	NOM-029-STPS-2011	Maintenance of electrical installations in work centers - Safety conditions	29/12/2011
	NOM-033-STPS-2015	Safety conditions for work in confined spaces	31/08/2015
	NOM-034-STPS-2016	Safety conditions for access and development of activities of workers with disabilities in the workplace	20/07/2016

HEALTH	NOM-010-STPS-2014	Chemical agents polluting the work environment - Recognition, evaluation and control	28/04/2014
	NOM-011-STPS-2001	Safety and hygiene conditions in workplaces where noise is generated	17/04/2002
	NOM-012-STPS-2012	Health and safety conditions in workplaces where sources of ionizing radiation are handled	31/10/2012
	NOM-013-STPS-1993	Relating to the safety and hygiene conditions in workplaces where non-ionizing electromagnetic radiation is generated	06/12/1993
	NOM-014-STPS-2000	Occupational exposure to abnormal environmental pressures - Safety and hygiene conditions	10/04/2000
	NOM-015-STPS-2001	High or low thermal conditions - Safety and hygiene conditions	14/06/2002
	NOM-024-STPS-2001	Vibrations - Safety and hygiene conditions in the workplace	11/01/2002
	NOM-025-STPS-2008	Lighting conditions in work centers Modified on 08/20/2015	30/12/2008
PRODUCT	NOM-100-STPS-1994	Safety- fire extinguishers based on dry chemical powder with contained pressure - Specifications	08/01/1996
	NOM-101-STPS-1994	Safety - Chemical foam based fire extinguishers	08/01/1996
	NOM-102-STPS-1994	Safety - Fire extinguishers based on carbon dioxide. Part 1: Container	10/01/1996
	NOM-103-STPS-1994	Safety - Water-based fire extinguishers with contained pressure	10/01/1996
	NOM-104-STPS-2001	Extinguishing agents - Dry chemical powder type ABC based on mono ammonium phosphate	17/04/2002

	NOM-106-STPS-1994	Safety- Extinguishing agents - dry chemical powder type BC, based on sodium bicarbonate	11/01/1996
	NOM-113-STPS-2009	Safety - Personal protective equipment - Protective footwear - Classification, specifications and test methods It was modified on 12/24/2010	16/12/2009
	NOM-115-STPS-2009	Safety in personal protective equipment, protective helmets, classification, specifications and test methods It was modified on 12/24/2010 and 6/7/2013	22/12/2009
	NOM-116-STPS-2009	Safety - Personal protective equipment respirators negative pressure air purifiers against harmful particles - Specifications and test methods It was modified on 12/24/2010	22/12/2009

Table 1 NOM summary of work safety, health and product

From the proposed departments an analysis of the relationship between them is shown in Figure 4, the criteria to rate the intensity of relationship are based on the need and importance of the proximity between departments.

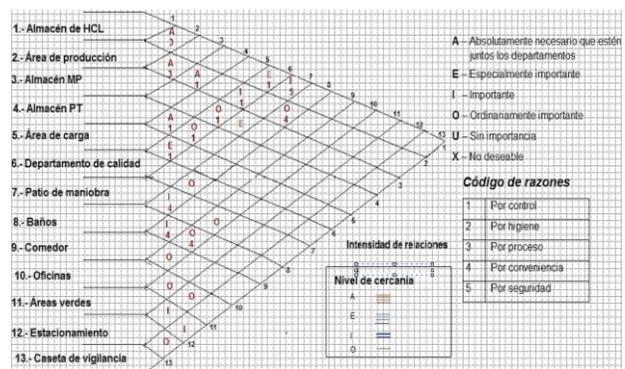


Figure 4 Department Relationship Analysis

The proposed plant distribution that complies with the regulations and consequently guarantees occupational safety is shown in Figure 5.

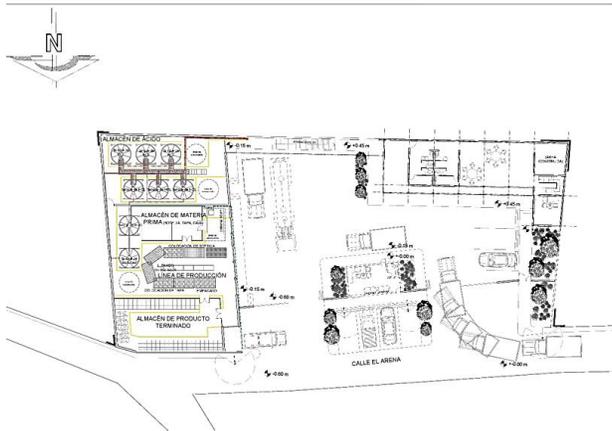


Figure 5 Distribution plant

A good distribution should be complemented with adequate training on occupational safety and the use of personal protective equipment (pep) as they are:

- Mask for inorganic vapors.
- Neoprene gloves or long cane rubber.
- Wide vision and safety glasses.
- Personal protective clothing for corrosive chemicals.

Conclusions

Workers who are in direct contact with hazardous substances have the right to work in safe and healthy working conditions, they must also be duly informed, trained and protected. Given the risks involved in working with hydrochloric acid, it is necessary to emphasize the importance of occupational safety and the needs of any company, including SMEs, to implement these measures. Work spaces must be safe and protect workers, since the work is essential for life, development and personal satisfaction, but in some cases the performance of work activities represents a risk to the health of the worker and even for the environment in general. The obtaining of primary data allowed to obtain a diagnosis of the current state of the company and to know how to work, to know more about the process and aspects of worker safety. The proposal of the new warehouse generates important changes throughout the process, in addition to reducing the contact of the worker with hydrochloric acid, the collection of gases decreases the leakage of particles of the substance in the environment

The proposed process allows the elimination of 50% of unnecessary activities, in addition to improving the flow of materials and operators, and reducing the risk of accidents. For the design of the plant, aspects of flow were considered mainly, in order to facilitate movements and improve logistics within the company, observing the applicable regulations. The application of the results will increase worker safety, improve organizational aspects in the company and implicitly improve production aspects.

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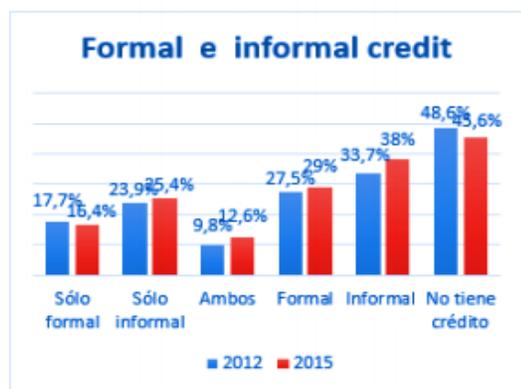
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