ARGAL ITALY
PUMPS

# QUALITY MANUAL
## ISO 9001:2005

| N. Copy | Consignee | Date of Consignee |
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# INDEX AND REVIEWS



This chapter is the element that governs the index of review of the quality manual's chapters and the index of the quality manual.

## APPROVAL OF THE QUALITY MANUAL AND MODIFICATIONS

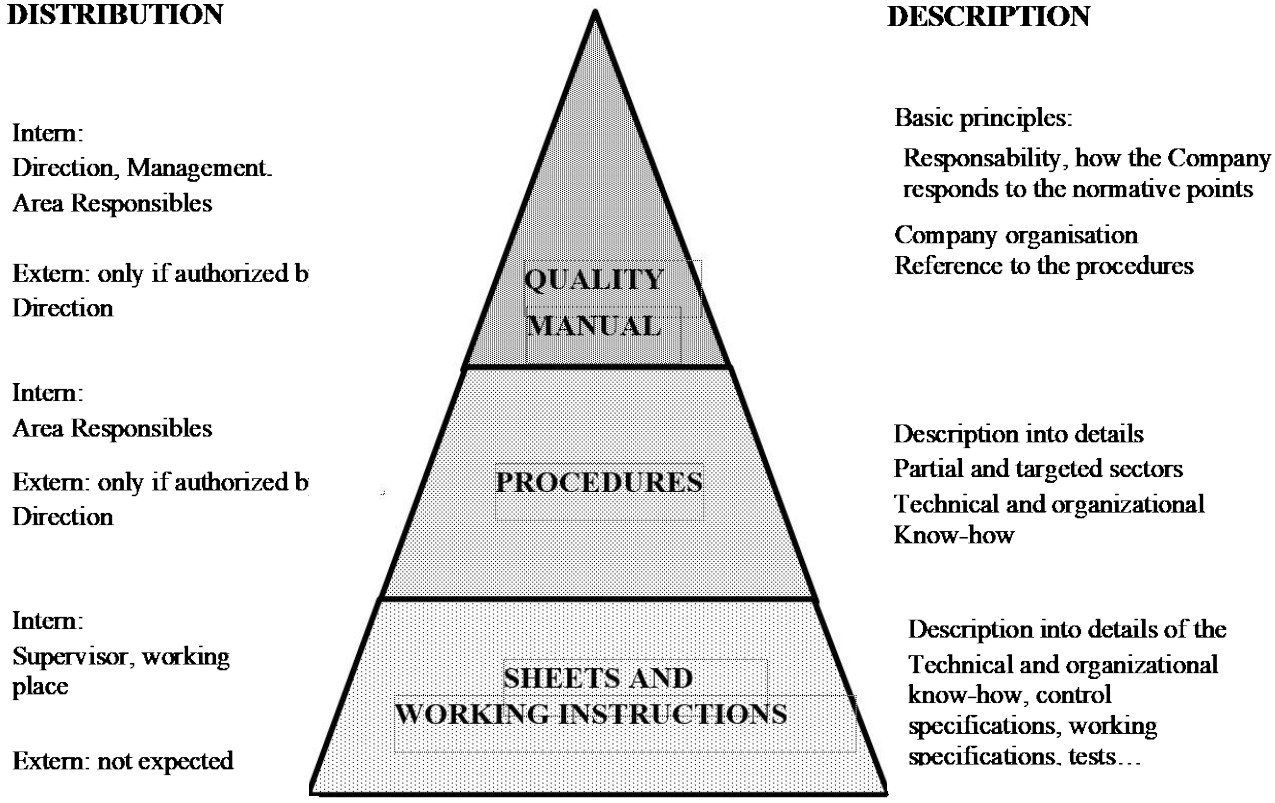
| **Review** | | **Description Of the modification** | **Edited** | **Verified and approved** |
|---|---|---|---|---|
| **Index** | **Date** | | **SAQ** | **AD** |
| 0 | 03/02 | 1ª Emission | | |
| 3 | 03/09 | 3ª Emission | | |
| 4 | 09/14 | 4ª Emission | | |
| 5 | 10/17 | Adjustment to ISO 9001:2015 | | |

# PR1 MANAGEMENT SYSTEM FOR THE QUALITY

## 1. QUALITY SYSTEM

### 1.1 GENERAL INFORMATION

The Quality System is applied to the complete Company activities and is documented by the Quality Manual, the Procedures, Sheets and Instruction and is structures according to the following scheme:




Basic forms were defined for the Manual, Procedures and Sheets to uniform the System Quality documentation. The 01.1 Procedure “MQ Management, of the Procedures, Sheets and Instruction” details the contents.

# PR1 MANAGEMENT SYSTEM FOR THE QUALITY

## 1.2 QUALITY MANUAL (MQ)

The Quality Manual, based on the ISO 9001:2005 requirements, is organised for the processes.
Assignments, competences, general responsabilities are defined in the sections of the Quality Manual. For the details on the procedures, instructions and sheets, please check the table “Documentation of reference”.

The contents of the Quality Manual’s sections are developed by the interested organisms, coordinated to the SAQ and approved by the AD.

## 1.3 PROCEDURES (P)

The procedures describe into details the technical and organisational elements of each process.
The procedures provide the Company know-how and are an annexe of the Manual as an integrated part.
The “Procedures Plan” (sec. C of the Quality Manual) lists the procedures in effect at this time.

## 1.4 ISTRUCTIONS (I)

The instructions are oriented to give information on how to proceed. They also include the control instructions, the checklists, the prescription of production and process.

## 1.5 SHEETS (S)

The sheets have the function of recording, if excepted, the collected data during the ongoing of the various activities. The sheets are part of the procedure or the related Manual section and cited in the same parts.

## 1.6 DISTRIBUTION OF THE QUALITY SYSTEM DOCUMENTS

The procedures, instructions and sheets can’t be disclosed to third parts as these documents are linked to the Company know-how. They can be check only with the authorisation of AD and in any case, the vision is available only inside the Company.

## 1.7 QUALITY PLANNING

The operational modalities, resources and sequences of the activities related to ARGAL manufacturing processes are indicated in the Quality Manual. If not

specifically requested on the contract, the Quality planning follows the defined rules.

## 2. DOCUMENTATION MANAGEMENT

### 2.1 GENERAL

The management modalities (preparing, approving, distributing, updating and archiving) related to the manual, procedures, instructions, sheets, are defined on the procedure 01.1. The SAQ registers the submission of the Manual's copies on the "Manual Distribution List" and the recipients sign on delivery.

### 2.2 EXTERNAL DOCUMENTATION MANAGEMENT

The procedure 01.2 "External documentation management" defines the distribution and archiving modalities of the conformities, the customers' specifications and the suppliers' certifications.

### 2.3 SALES AND TECHNICAL DOCUMENTATION MANAGEMENT

The procedure 01.3 "Technical data and drawings" stabilises the rules to follow for a correct management of the drawings and technical data used to describe the functionning of the various items. The DT is responsible for the emission of the documents cited above, of their distribution, updating and archiving.

The Catalogs and pricelists illustrate the production and prices of the manufactured or commercialised items by ARGAL. Both are made according to the procedure 01.4 "Catalogs and pricelists management". The DC is responsible for the correct emission, update and review of ARGAL's catalogs and pricelists. The VI, VA and VE are responsible for their distrubtion.

## 3. QUALITY REGISTRATION DOCUMENTS MANAGEMENT

### 3. 1 GENERAL

All the Quality registration documents (both digital and hard copies), included the ones from the suppliers, are archived in order to guarantee a quick research and are conserved in appropriate and safe place.

The control of the operational documentation is guaranted byt the Quality Manual database.
If the scheduled storage period is exceeded, the RSAQ is responsible for the update and physical cancellation of the quality registrations.

# PR1 MANAGEMENT SYSTEM FOR THE QUALITY

The Customer can consult the quality registrations related to the sold item only if permitted by the contract. A possible distribution of the archived documents must be approved by the AD.

## 3.2 QUALITY REGISTRATION ACCESS

The SAQ, DT and AD staff can consult the complete documentation stating the quality registrations, for consultation and reproduction.
No authorisation system is expected for such activity. The physical dislocation of this documentation is illustrated in the instructions "Archives…" I-1/1 A-N available in every office. Such instructions indicate the complete archived documents of the Company, included the quality registrations.

## 3.3 SOFTWARE DATA MANAGEMENT

ARGAL offices uses the digital system based on Computers connected to the web via the Windows server that runs the management softwares and the basic Office software. Some computers are equipped with CAD station to develop the technical designing and conception of ARGAL products.
The management of the digital archives, if necessary, is done throughout file protection filters for files with important data with the Write/read modality for the owner/generator of the archive and the Read only modality for the other users. In this way, only the responsible for the related archive knows the access password for the specific database modification.

The data – on specific digital supports – are weekly saved by SAQ. The savind management (saved data, used devices, backup software and operational software are described in the instructions "Saving management" I.1/2. The saving copy are protected in a safe place. The data available on each user's PC, if not saved on the server, are saved by the user (extra data of the quality management system).

## 4. DOCUMENTATION OF REFERENCE

| | |
|---|---|
| **P-01.1** | **Management of the MQ, Procedures, Sheets and Instructions** |
| **P-01.2** | **Management of the external documentation** |
| **P-01.3** | **Management of the drawings and technical data** |
| **P-01.4** | **Management of the Catalogs and Pricelists** |
| **I-1/1 A…N** | **Archive …** |
| **I-1/2** | **Management of Saving data** |

# PR2 BOARD RESPONSABILITIES

## 1. BOARD COMMITMENT

The commitment assumed by the AD for the quality is highlighted by the Policy expressed towards the parties:

- Staff
- Suppliers

### 1.1 COMMITMENT TOWARDS THE STAFF

To motivate and enhance the Human Resources part of the Company staff, the AD identifies stimulating and gratifying individual growing journeys that will help in implement the creativity and involvement on every level of the Company.

### 1.2 COMMITMENT TOWARDS THE SUPPLIERS

The Board guarantees the continuous research of reliable suppliers whom will assure a constant quality of the product, flexibility, punctuality in the delivery and a collaboration aimed at the customer satisfaction.

## 2. CUSTOMER CARE

The AD ensures that the requirements and expectations of the customers, included the legal requirements and conformity, are identified, valued and coverted into requirements related to the customer satisfaction.

## 3. POLICY FOR THE QUALITY

ARGAL policy is to maintain flexibility and prompt reply to the Customers requests by keeping good economic results.
The Board defines the interested themes for each area of the Company in the documentation “Quality Policy: year…” and “Goal definition: year…”. For each theme, different goals to reach are highlighted with the related indicators. These goals are constantly verified over the time by the AD.
The procedure 02.1 “Definition of the Quality Policy, choice and goal measurement, review of the Quality System” describes the contents.

## 4. PLANNING

The indicators, necessary resources and delivery time are indicated on the sheet “Goal Definition: year…”. Such document, external to the Quality Manual on purpose due to its dynamics, is signed for approval and is subjected to the Board reviewing.

# PR2 BOARD RESPONSABILITIES

## 5. RESPONSIBILITY AND AUTHORITY

### 5.1 ORGANISATION

The Board defines the responsibilities, tasks, and mutual relationship of the staff that leads, verifies and executes the activities that impact the quality throughout the following documents:

- Functional organisation chart
- Nominative organisation chart
- Main tasks
- Johari Window

The staff is free to organise for:

- Maintening the Quality System active
- Maintaining the non-conformity under control
- Propose, actuate and verify the improvement for the Quality Sytem.

### 5.2 FUNCTIONAL NOMINATIVE ORGANISATION CHART

The "Functional Nominative Organisation Chart" S-2/2 is a diagram that indicate the main functioning responsibilities of the Company correct ongoing and the name of the responsibles for the different Company functions. The organisation chart is constantly updated and approved by the AD.

### 5.3 MAIN TASKS SHEET

The AD identifies the activities and responsibilities of the responsibles throughout the "Main Tasks" S-2/3 sheet. Such sheet is signed by the AD and labeled by the interested part in acceptance.

### 5.4 JOHARI WINDOW

The responsibles in charge of the areas define the main activities that must be completed by the staff on their area, and from this, identify the level of knowledge and the training necessities throughout the "Johari Window" sheet.

### 5.5 UPDATES

The updated related to the following documents must be examined and approved by the AD:

- Functional nominative organisation chart
- Main tasks

The updates related to the "Window Johari" must be approved by the responsible in charge and commented with the AD.

# PR2 BOARD RESPONSABILITIES

## 6. RESOURCES

In relation to the goals of the moment and the review of the quality system, the AD, in collaboration with the responsibles in charge, determines and plans:

- The requirement of adding new staff
- The requirement to train the actual staff
- Redefining the nominative and functional organisation charts.

## 7. BOARD REPRESENTATIVE FOR THE QUALITY AND RESPONSIBLE FOR THE QUALITY INSURANCE

The Board oversees the Quality System responsibility (Board Representativ of the Quality) and commits to furnish the human resources and materials for the application, improvement and development of the same. The Board also ensures that the contents are disclosed, understood and shared within the whole Company structure.

From an operative point of view, the General Board delegate to the RSAQ the operative management of the Quality System and confers the total authority and necessary autonomy to intervening in case of deviation.

## 8. ORGANISATION'S INTERNAL COMMUNICATION

The internal communication is managed, within ARGAL Company, through:

- meetings,
- training meetings,
- disclosing of information related to the organising asset of the Company and its modifications,
- disclosing of specific documention of interest

When a meeting takes place, a schematic report must be written for exposing the treated themes and the decissions taken. At the end of the meeting, a copy of the report is consigned to the participants. The responsible for archivhing the meeting report is the one who set the meeting.

## 9. REVIEWING FROM THE BOARD

### 9.1 INCOMING ELEMENTS FOR THE REVIEWING

The AD convokes the area responsibles for the reviewing of the quality system, on an annual basis or upon urgent requests.

# PR2 BOARD RESPONSABILITIES

In such meetings, the following themes are discussed:

- Analysis of the implemetation of the stabilised goals
- Definition of new goals
- Planning and analysis of internal audit results
- Feedback from Customers
- Corrective/preventive actions
- Non-conformity cost evolution
- Waste evolution
- Supplier situation
- Quality Manual and related procedures updates
- Acknowledgment of the staff training
- Resources

## 9.2 RESULTS OF THE REVIEWING

The meeting are formalised on the sheet "Meeting statement" S-2/4 where the treated themes and arranged actions with the responsibles are reported. The statement, formalised by RSAQ, is sigend by all the participants and archived by AD for 3 years.

## 10. DOCUMENTATION OF REFERENCE

| | |
|---|---|
| **P-02.1** | **Definition of the Quality Policy, choice and measurement of the goals, reviewing of the Quality System** |
| **S-2/2** | **Functional nominative organisation chart** |
| **S-2/3** | **Main tasks** |
| **S-2/4** | **Meeting statement** |

# PR3 RESOURCES MANAGEMENT

## 1. RESOURCES AVAILABILITY

The AD identifies and supplies the necessary resources to guarantee the update of management system quality, the continuous improvement and the satisfaction of the Customers.

## 2. HUMAN RESOURCES

### 2.1 STAFF ASSIGNMENTS

In the "Board Responsabilities" section, and specifically in the "Responsability and authority" chapter, the main activities and tasks accomplished in ARGAL are indicated.

### 2.2 STAFF TRAINING

The staff training is one of the main goals of the Company. The AD is constantly updated on the professional growth of his employees. Training courses for the new employees, for changing tasks or to study further specific themes are available. The training courses are requested with the "Formative courses proposal" S-3/2 form by the interested parts or by the area responsibles and are approved by the AD.
The courses are planned by the RSAQ with the "Training planning" S-3/3 form.
According to the indicated requirements by the area responsible, the application of the formative activities is handled by internal qualified staff or external to the Company.
The internal courses outcome is reported by the responsible on the last part of the "Formative course proposal" form. If the courses are external to the Company, a participation attestation is given.
The "Johari Windows" S-3/1 is updated by the area responsible and according to the courses outcome.
The RSAQ is responsible for the archiving of the documentation related to the training.

## 3. INFRASTRUCTURE

- TOOLS AND STRUCTURE: in the sheet "company layout", the structure of the Company while the main machines and tools are reported in the "Tools lists" sheet.

- HARDWARE: The Windows PC are connected online with two servers; laser printing systems and plotters, acquiring peripheric images, masterisation, website.

# PR3 RESOURCES MANAGEMENT

- SOFTWARE: Windows 10 operative systems, Windows NT workstation, CAD CREO and SOLIDWORKS program, Office, Adobe Suite, G Suite, NAVISION IRP management system, 1Password system.

## 4. WORKPLACE

The workplace corresponds to the mandatory laws and are particularly applied for:

- Management and maintenance of the infrastructures and machines.
- Definition of the safety and fire protection plans
- Traning and information of the employees on the safety and us of the persona protective devices.
- Use of the digital technologies to ease the activity ongoing.
- Identification and use of the adequate measures to stimulate and include the staff in the Company improvement.
- Complete staff involvement for an awareness of the importance of one's tasks and contribution to reach the goals fixed by the Board.

## 5. DOCUMENTATION OF REFERENCE

| | |
|---|---|
| **S-3/1** | **Johari Window** |
| **S-3/2** | **Training courses proposal** |
| **S-3/3** | **Training planning** |
| **-** | **Company layout** |

# PR4 PRODUCT PRODUCTION

## 1. PRODUCT PRODUCTION PLANNING

The actual Quality Manual and the related Procedures compose the Quality Plan for all ARGAL products. These are the reference for the definition of all necessary documents for the production of the product.

## 2. PROCESSES RELATED TO THE CUSTOMER

### 2.1 REQUIREMENTS RELATED TO THE PRODUCT

ARGAL produces chemical pumps available in the Catalogs for the Customer disposition or make sure to adapt the products according to the Customer's requirements. ARGAL supplies spare parts and repair the broken products.

ARGAL commercial activities are composed of three phases:

- Promotion and marketing: coordinated by the Board and aimed at:
  - Introduce the Company products and its services;
  - Identify and anticipate the Customers' requirements

- Offer preparation: handled by the Sales office, it helps to formalise the customer requests.

- Contract review: handled by the Sales Manager, interested to:
  - Confirm or modify the offer, reviewing into dtails the Customers requirements and the capacity of the Company to handle them ;
  - Confirm the order

The order confirmation is a complete agreement with the Customer and clearly reports the product requirements, delivery modalities, costs and mutual duties.

Each order modification must be formalised and approved by the Sales Manager and the Customer.

In the 04.1 procedure "Contract reviewing" the activites described help in determining and reviewing the product requirements, in order to guarantee the complete Customer satisfaction.

### 2.2 CUSTOMER RELATIONSHIP

The contacts with the Customer are managed directly by the Commercial Managers both during the definition of the order and during the dispute.

# PR4 PRODUCT PRODUCTION

The Customer relationship is generally handled by:
- distribution of informative brochures;
- complaints anwser;
- communications in case of delays or problems in the supply execution;
- sending promotional newsletters;
- updated website;
- surveys to measure the customer satisfaction.

The feedback from customers is subjected to the Board review.

## 3. CONCEPTION AND DEVELOPMENT

The need to conceive a new product can arise from various factors: specific customer requests, application of new production technologies, introduction of new standards, elaboration of RED, etc.

The opportunity to start a new project is evaluated in a preliminary meeting in which the AD, DT, VE, VI participate. A feasibility study is carried out, at the end of which DT discuss the issues raised with the AD, VE, VI, PRD and plan the activities to be carried out, including review, verification and validation of the project.

The main design phases are: creation of 3D component drawings, verification of mechanical characteristics, assembly verification, hydrodynamic verification, creation of the functional prototype, drafting of drawings for the realization of equipment.

The documentation produced during the design phase is verified by the DT before its diffusion and, finally, the project is validated by the DT after the positive outcome of the pre-series tests.

The procedure 04.2 "Design and development of new products" illustrates the various phases in details.

## 4. SUPPLY

The supplier evaluation activities are described in the procedure 04.3 "Selection, qualification and evaluation of Suppliers", while the procedure 04.4 "Issuing purchase orders" regulates the purchase of materials / services.
The checks carried out upon receipt of the goods are described in the procedures 04.5 "Acceptance testing of the raw material" and 04.6 "Acceptance control of external supplies".

# PR4 PRODUCT PRODUCTION

If specified by contract or when requested by the Customer, the right to verify the product purchased meets the established requirements with ARGAL or with ARGAL subcontractors is authorised. This possible verification does not release ARGAL from the responsibility to supply acceptable products, nor does it exclude the possibility of their subsequent refusal.

## 5. PRODUCTION

### 5.1 PRODUCTION ACTIVITIES

ARGAL produces chemical pumps made of engineering plastic, metallic and composite materials, the entire production cycle consists of all the activities that take place in the following Production Departments:
• Machining (turning, moulding, mechanical work, painting, etc.);
• Assembly;
• Component and finished product warehouse.

The production planning is carried out by the RPRO, which issues the orders, documents containing all the product requirements and the certificates requested by the customer.
The procedure 04.7 "Planning and management of orders" describes in detail the activities of issuing and finalizing the orders.

The operational documentation, which clearly defines the processing, assembly and control criteria, is described in the procedure 04.8 "Identification and operational documentation" and can be divided into:
• Manufacturing documents
• Control documents

The 04.9 "Maintenance planning" procedure regulates the maintenance of production vehicles to ensure continuous production capacity and the approval of new equipment, considered strategic for ARGAL.

### 5.2 IDENTIFICATION AND TRACEABILITY

The identification of the products is guaranteed during all phases of the pump's construction, the procedure 04.8 "Identification and operational documentation" illustrates the procedures followed along the entire path.
The traceability of the product is generally not required by any customer, any requests must be agreed upon when accepting the order.

### 5.3 CUSTOMER PROPERTY

# PR4 PRODUCT PRODUCTION

The only product potentially supplied by the customer to be mounted on the finished product is the chemical pump motor. All engines supplied by customers are identified with a label that shows the name of the customer and the order number and are stored and preserved in order to avoid damage.

As a component of the finished product, the engine is tested in the final testing phase.

Notification of any lost, damaged or unusable engines to the customer is by fax with the RSAQ approval and signature.

## 5.4 PRODUCTS CONSERVATION

The procedures followed to ensure the conformity of the products during internal processing up to delivery to destination are described in procedure 04.10 "Handling, storage, packaging, shipping and delivery".

## 6. MEASURE DEVICES CONTROL

The test, measurement and inspection equipment (a.p.m.c.) used for the checks of products and systems are checked to ensure that only the registered instruments or test means are used, and that the instruments used are valid and have enough resolution and repeatability.

The management of the equipment / tools is entrusted to SAQ which provides:
- to have primary instruments calibrated by SIT or NAMAS accredited bodies
- the calibration of secondary instruments
- identification of all instruments with appropriate labels
- updating of the Control Cards
- the formalization of corrective actions, following a negative outcome of the checks, both for the instrument in question and for any re-verification of the tested products.

The procedure 04.11 "Management of the equipment for testing, measurement and testing" details its contents.

## 7. ADMINISTRATION

The 04.12 "Administration Management" procedure describes the activities that must be carried out within the administration, in compliance with the deadlines set by current laws.

## 8. DOCUMENTATION OF REFERENCE

| | |
|---|---|
| **P-04.1** | **Contract reviewing** |
| **P-04.2** | **New products conception and production** |
| **P-04.3** | **Selection, qualification and evaluation of the supppliers** |

# PR4 PRODUCT PRODUCTION

| | |
|---|---|
| **P-04.4** | **Purchase order emission** |
| **P-04.5** | **Acceptance testing of the raw material** |
| **P-04.6** | **Acceptance control of the external equipment** |
| **P-04.7** | **Order management and planning** |
| **P-04.8** | **Operative documentation and identification** |
| **P-04.9** | **Maintenance planning** |
| **P-04.10** | **Handling, storing, packing, shipping and delivery** |
| **P-04.11** | **Testing equipment, measurement and test room management** |
| **P-04.12** | **Administration management** |
| **S-4/1** | **Company macro processes** |

# PR5 MEASUREMENT, ANALYSIS AND IMPROVEMENT

## 1. CUSTOMER SATISFACTION

The information sources on the Customer Satisfaction are:

- Meeting with the Customers
- Customer satisfaction survey
- Control of the non-conformity in every delivery service step
- Claim management

The activities of assistance, claim management and Customer satisfaction monitoring are described in the procedure 05.1 “Customer Care and Satisfaction”.

## 2. INTERNAL INSPECTION VERIFICATION (AUDIT)

The internal inspection verification represents the best tool to supervise the quality management system. The AD delegates one of his representative to execute the internal inspection verification which are planned with the “Audit Program Planning” S-5/1 sheet. This program assures that the verifications cover all the Company areas, with different time of inspection and according to:

- Evaluation of the previous audits
- Substantial organisational modifications
- Customer claims
- Non-conformity analysis

The verifications are made at least once per year for each chapter of the Quality Manual and at least once per year in each area. The “Audit Program Planning” copy is delivered to the area responsibles to inform them of the verification scheduled dates, along with a copy of the related form which is exposed in the bulleting board so everyone knows the scheduled dates.

The audit is made with the help of the “Internal Audit Feedback List” S-5/2 that identifies a series of elements to be verified in the examination area. If during the audit, some weak point is highlighted, it will be thus analysed with the area responsible and reported on the “Audit Review Sheet” S-5/3, with the indication of the corrective actions agreed with the area responsible.
The analysis of the weak points must be intended as a training and opportunity moment to identify interventions of improvement. The sheet is labeled by the audit responsible and area responsible, then is presented and discussed with the AD. A copy of the “Internal Audit Feedback List” and “Review Audit Sheet” are delivered to the concerned area responsible while the orignals are archived by the RSAQ.

The AD delegates an external consultant for the training of Internal Audits and for the execution of the scheduled ones in order to implement the internal inspection activities.

An internal auditor is a qualified person that has at least one of these requirements:

- An external course for auditing was taken

# PR5 MEASUREMENT, ANALYSIS AND IMPROVEMENT

- Two audits as external consultants were made
- Already qualified internal auditor with at least three audits done

The status of the auditors training and the maintaining of the auditor's qualification are reported on the "Auditor Training Planning" S-5/4 sheet. One cannot be considered auditor if no audit is done within the year.

## 3. PRODUCTS AND PROCESSES MONITORING

At the beginning of each year, the Board defines the goals to reach for each area and the related indicators. The indicators' monitoring allow to verify that the company processes give the results in alignment with the fixed goals.

Controls are made on the products to verify the conformity described in the procedure 05.2 "Process production control" and 05.3 "Product Final Control".

## 4. NON-CONFORM PRODUCTS CONTROL

The non-conform products must be identified and removed to avoid unintended use of them. The procedure 05.4 "Non-conformity management" stabilises the criteria to follow and identify the responsibility of the involved staff for the treatment of non-conform products. The sheet "Non-conformity management" is used internally, while the "Non-conformity report" is sent to the interest supplier.

## 5. DATA ANALYSIS

Statistic methods are used when non-conformity is identified or when the collected data are necessary for other issues. In any case, the application of the statistic method requires:

- Collection and documentation of the related data for the performed investigation
- Application of the correct statistic tool for the analysis of the collected data
- Decisions taken from the investigation are to be set
- Testing verification of the results

The statistic methodes used by the SAQ staff is:

- Pareto analysis;
- Istograms;
- Cp, Cpk.

The correct tools are chosen, once per time, according to the requirements

## 6. IMPROVEMENT

All the described processes are managed for a continous improvement.

# PR5 MEASUREMENT, ANALYSIS AND IMPROVEMENT

The Board identifies, in the management of the following tools, the improvement opportunities of the Quality System :

- Board reviewing;
- Internal inspection verification results analysis;
- Certification organism verification results analysis;
- Suppliers' Inspection verification results;
- Measurement of the processes and services and Customers' satisfaction;
- Respect of the Quality Policy and of the fixed Quality goals.

In accordance with these issues, the following are defined:
- Corrective actions: actions that are undertaken for removing the non-conformity or defect issue, or other unwanted situation to prevent their repetition.
- Preventive actions: even in the absence of non-conformity, they are necessary to continuously adapt the company qualitative requirements during internal changing phases or for external requirements, in a continuous improvement process.

The most significant and important situations that come out from data analysis and in accordance with the non-conformity feature met are highlighted by the RSAQ and area responsible, on the "Preventive/Corrective actions Proposal" S-5/5 and proposed to the Board.
The Board evaluated the proposal, identifies the responsibles for the setting up and defines the estimate time. All actions taken are signed for approval by the AD. The RSAQ identifies the schedules date of the take actions closure and reminds on possible delays on the "Preventive and Corrective actions Plan" S-5/6. The analysis and development of the improvement projects are made according to the Deming wheel indications:

**PLAN**

- causes analysis
- research for possible solutions
- indicating the chosen solutions

**DO**

- make the solution applicable
- defining the control modalities of the results
- apply the chosen solution

**CHECK**

- results measurement and control
- be sure of the efficiency of the applied solution
- compare the results with the former situation

**ACTION**

- standardising the solution

- identify possible procedures to modify
- following the evolution

The RSAQ verifies the results and periodically informs the Board on the number and typology of the improvement projects undertaken and the related results.

## 7. DOCUMENTATION OF REFERENCE

| | |
|---|---|
| **P-05.1** | **Customer care and satisfaction** |
| **P-05.2** | **Production process control** |
| **P-05.3** | **Final product control** |
| **P-05.4** | **Non-conformity management** |
| **S-5/1** | **Audit Program Planning** |
| **S-5/2** | **Internal Audit Feedback** |
| **S-5/3** | **Audit Reviewing Sheet** |
| **S-5/4** | **Auditors training Plan** |
| **S-5/5** | **Preventive/Corrective Actions Proposal** |
| **S-5/6** | **Preventive and Corrective Actions Plan** |

## C PLAN OF THE PROCEDURES

| P | Title | REV. |
|---|---|---|
| 01.1 | Management of the MQ, PR, sheets and instructions | 0 - 03/02 |
| 01.2 | Management of documents from external origin | 0 - 03/02 |
| 01.3 | Management of the drawings and technical data sheets | 0 - 03/02 |
| 01.4 | Management of the catalogs and pricelists | 0 - 03/02 |
| 02.1 | Definition of the Quality Policy, choice and measurement of the target, review of the Quality System | 0 - 03/02 |
| 04.1 | Review of the contract | 0 - 03/02 |
| 04.2 | Design and development of new products | 0 - 03/02 |
| 04.3 | Selection, qualification and evaluation of the suppliers | 0 - 03/02 |
| 04.4 | Emission of the purchase orders | 0 - 03/02 |
| 04.5 | Acceptance test certificate of the raw materials | 0 - 03/02 |
| 04.6 | Acceptance check certicate of the external supply | 0 - 03/02 |
| 04.7 | Planning and management of the orders | 0 - 03/02 |
| 04.8 | Identification and operational documentation | 0 - 03/02 |
| 04.9 | Planning of the maintenace | 0 - 03/02 |
| 04.10 | Handling charges, storage, packing, shipment and delivery | 0 - 03/02 |
| 04.11 | A.P.M.C. Management | 0 - 03/02 |
| 04.12 | Accounting Management | 0 - 03/02 |
| 05.1 | Customer assistance and satisfaction | 0 - 03/02 |
| 05.2 | Monitoring during the productive process | 0 - 03/02 |
| 05.3 | Final control of the product | 0 - 03/02 |
| 05.4 | Management of non-conformity | 0 - 03/02 |
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*rev. 5 - 23-10-17*