GRANDI IMPIANTI CUCINE

Quality Management Manual

In accordance with standard UNI EN ISO 9001:2015

Edition 02

Review: 00 – 29 September 2018

0 REVIEW INDEX AND LOG

Sec.	Ref. Par. ISO 9001	Title of the paragraph of the standard and/or section or sub-section	Type/Subject of the change	Rev. Date
0	/	Review index and log	Review edition 2015	29/09/2018
0.1	/	Correlation between points in the standard and paragraphs	Review edition 2015	29/09/2018
1	1	Purpose and field of application	Review edition 2015	29/09/2018
1.1	1	Location and means of communication	Review edition 2015	29/09/2018
1.2	1	Presentation of the Organisation	Review edition 2015	29/09/2018
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0.1 CORRELATION BETWEEN POINTS IN THE STANDARD AND PARAGRAPHS

The index above is a table of contents of the sections and sub-sections that the Quality Management Manual is comprised of and is structured according to the following information:

- Section code
- Reference to the paragraph in standard UNI EN ISO 9001:2015
- Title of the paragraph of the section
- Type/Subject of the change
- Month and year of the change (mm/yyyy)

The Manual, in the revision state indicated in the table above, has been:

Prepared by: MANAGEMENT SYSTEM MANAGER (MSM)

Approved by: MANAGEMENT (MGMT)

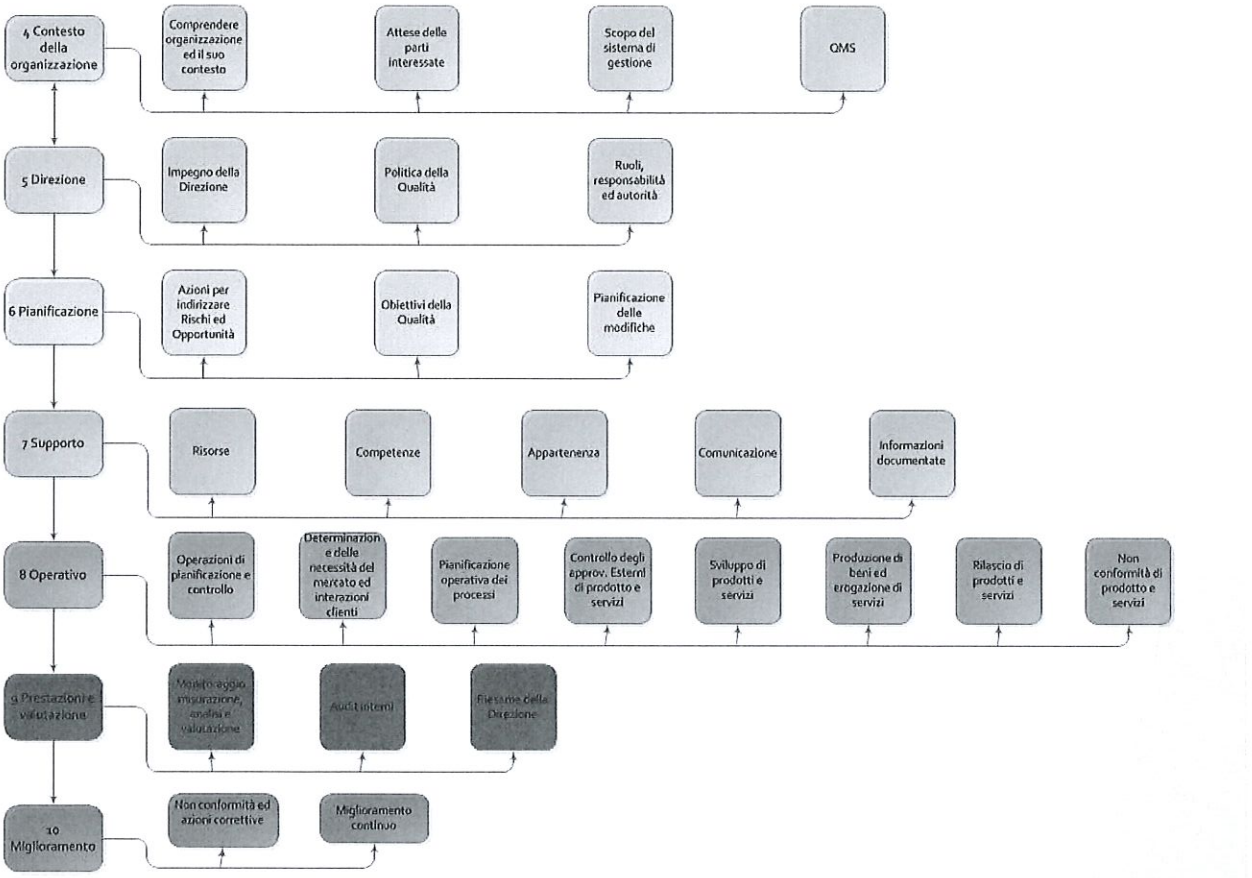
This page is updated at every review of one or more sections of the Manual.

The copies of this document printed from the display screen unit are not controlled: it is important to refer to the document on the display screen unit, to the original kept at the MSM office, or to the copies stamped as "controlled".

The review of the attachments to this manual does not entail reviewing this page of the manual.

Standard ISO 9001:2015 involves the introduction of paragraphs linked to the Context (internal or external) where the organisation works; to the Risks and to the opportunities connected to the activities and processes of the organisation, to an approach for each single requirement that the standardisation body defined as the "Risk-based thinking".

The structure of the Quality management system for standard ISO 9001:2015 is as follows.



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1 PURPOSE OF THE MANUAL

The purpose of this Manual is to provide, to company personnel, to customers and to external stakeholders, a general description of how GICO SPA is structured and works for customer and stakeholder satisfaction.

This Manual establishes the policies and commitments of Management, the structure of the management system, the company processes, the activities and responsibilities for the implementation of the policies and pursuit of objectives.

Where pertinent, references are made to other documents and relevant detailed data for certain aspects of management by GICO SPA personnel.

The management system in this Manual applies to:

THE DESIGN AND REALISATION OF COOKING EQUIPMENT AND SYSTEMS AND ACCESSORIES FOR PREPARATION AND DISTRIBUTION.
THE MARKETING OF EQUIPMENT FOR THE PROFESSIONAL CATERING INDUSTRY.

1.1 LOCATION AND MEANS OF COMMUNICATION

Registered offices and site: **Via IV Novembre, 81- 31028 Vazzola (TV)**

Phone: 0438 4444

Telefax: 0438 444540

e-mail: info@gico.it

Website www.gico.it

Additional information can be obtained from:

- Website
- Company presentation
- Certificate of incorporation
- Information reported on the computer system for MYQUALITY quality management

The communication channels used by the company, and communication directed internally and externally, are described and commented in the computer system for the MYQUALITY quality management

2 STANDARD AND LEGAL REFERENCES

- A series of tools and sources of information is used to track, identify and assess applicable laws, standards and regulations, including:
- commercial services (for e.g. database on CD Rom or Internet)
- communication with public bodies on regional, provincial and municipal level
- company meetings
- periodic update in seminars and courses
- specialised magazines and publications
- press
- external consultants and specialists

The applicable standard references (DIRECTIVES-REGULATIONS-LAWS AND STANDARDS) for the various company sectors (quality, safety, environment, privacy) are managed in the computer system for MYQUALITY quality management.

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MSM is in charge of systemically consulting the information sources to ensure that the new laws or regulations are identified and recorded on the relative MYQUALITY electronic support. The physical archive of the laws is kept at the technical office, available to MSM, and the other company departments with access and the bodies appointed to control.

2.1 QUALITY SYSTEM

The MYQUALITY system contains the points of standard ISO9001:2015 and the connections with the aspects to be managed. By way of example, the verified standard points are indicated for each audit.

The Management system described in this Manual fulfils the requirements of standard:

UNI EN ISO 9001: 2015
Quality management system: requirements.

They are also considered to be the fundamentals, the vocabulary and the guidelines for improvement relative to the following standards of the same series:

UNI EN ISO 9000: 2015
Quality management system: fundamentals and vocabulary.

UNI EN ISO 9004: 2018
Quality management system: guidelines for improvement of performance.

2.2 SAFETY, ENVIRONMENT, PRIVACY

Attention to the customer and the other stakeholders especially employees, consumers, the local community, the control authority, share holders, credit institutes and insurance companies, requires additional laws that are not applicable to the products, but to aspects of the health and safety of people and the environment. Below are references to the main laws and standards.

2.2.1 For personal hygiene and safety and injury prevention:

Lgs.D. 81/2008
Consolidated safety act

Lgs.D. 106/2009
Integrative and corrective provisions of Legislative Decree 9 April 2008, No. 81, on health and safety in the workplace for environmental protection

2.2.2 Company management

EU Regulation 679/2016

Lgs.D. 196/03
Company privacy

2.3 INDUSTRY DIRECTIVES, STANDARDS AND LAWS

The specific industry standards are stated in the MYQUALITY software log of laws and standards.

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3 TERMS AND DEFINITIONS

For the terms relative to quality, refer to the vocabulary contained in UNI EN ISO 9000:2015, Quality management systems: fundamentals and vocabulary. With the term "Management" we refer to Top company Administration.

MYQUALITY software contains a specific VOCABULARY table with more or less detailed and extended descriptions on terms used in the company, in reference to quality, safety, environment, privacy sectors and the applicable regulations (e.g. MOCA, REACH).

3.1 MEANINGS OF THE ABBREVIATIONS USED IN THE MANUAL:

Quality management manual	Manual
Quality management system	QMS
Hardware	HW
Software	SW

Strategic company departments

Board of Directors	BOD
Management Representative	MGMTR
Management System Manager	MSM
Data Processing Centre	DPC
Sales Management	SM
Domestic Sales	DS
Foreign Sales	FS
Marketing	MKT
Administration	ADM
Technical Department	TD
Laboratory	LAB
Purchasing	PUR
Production	PRD

Computer programmes

SOFTWARE	AS400
MAINTENANCE	MAINT
MYQUALITY	Quality Management

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4 CONTEXT OF THE ORGANISATION

4.1 Understanding the organisation and its context

First of all, GICO SPA tried to identify the external and internal factors relevant to its purposes and the strategic guidelines that influence its ability to achieve the expected results for its quality management system.

For simplicity and to involve the various managers more, these aspects have been identified for each individual company process.

For this purpose a specific definition and analysis system was created based on the SWOT matrix, because this form of risk assessment has proven to be the most suitable in making people aware of the existing situation.

For situations that may represent an opportunity or a threat, criteria based on probability and benefit/harm that could derive from them have been defined, in order to establish what priorities to intervene on, and the improvement actions to be implemented, the most appropriate strategies and the necessary resources.

The context analysis is periodically reviewed, depending on the evolution of the situation, and in particular it is reconsidered when the situation is reviewed.

4.2 Understanding the needs and expectations of the stakeholders

All stakeholders have therefore been identified, and together with the examined aspects, an attempt has been made to create a link with the expectations of the stakeholders, and the indicators that can be used to assess compliance with these expectations have been identified.

4.3 Determining the field of application of the quality management system

The field of application of the quality management system has been included in paragraph 1 to ensure a better and immediate understanding for those reading this manual.

A description of the company and a reference to company documents to gather more information from, to have a more complete and detailed situation of who GICO SPA is was then reported in the MYQUALITY quality management information system.

4.4 Quality management system and relative processes

In order to better understand and manage the quality system, GICO SPA has equipped itself with an IT tool (MYQUALITY) which allows it to manage the various aspects, including company processes.
MYQUALITY does the following:

- It identifies the various company processes
- It defines the input and output elements
- It identifies the various activities that are managed in the process
- It defines the responsibilities of the single involved departments (REC=Responsibility, Execution, Collaboration)
- It includes the connections between processes
- It identifies the documented information required on the level of single activities (records, procedures, instructions, etc)
- It defines the elements that require greater control during auditing
- It identifies the existence of problems which it is necessary to intervene on as soon as possible to make due improvements
- The indicators to be taken into consideration to monitor the pursuit of the expected performance/objectives for the single processes, obtained with the computer tools provided for the implementation of the single activities

5 LEADERSHIP

5.1 Leadership and commitment

5.1.1 General

Management at GICO SPA demonstrates its leadership and commitment in relation to the quality management system:

a) by taking on responsibility for the efficacy of the quality management system;

b) by ensuring that the quality policy and objectives have been established relative to the quality management system and that they are compatible with the context and with the organisation's strategic actions;

c) by ensuring the integration of the quality management system requirements in the organisation's company processes;

d) by promoting the use of the process-based approach and risk-based thinking;

e) by ensuring the availability of the resources necessary for the quality management system;

f) by communicating the importance of effective quality management, and compliance with the requirements of the quality management system;

g) by ensuring that the quality management system achieves the expected results;

h) by actively involving, guiding and supporting people so that they contribute to the efficacy of the quality management system;

i) by promoting improvement;

j) by providing support to other relevant management roles to demonstrate their leadership, how it applies to the respective areas of responsibility

5.1.2 Customer-orientation

Management at GICO SPA demonstrates its leadership and commitment to customer focus, ensuring that:

a) customer requirements and applicable statutory requirements are determined, understood and fulfilled on a regular basis;

b) the risks and opportunities that may affect the conformity of products and services and the ability to increase customer satisfaction are determined and addressed;

c) the focus on increasing customer satisfaction is maintained.

5.2 Policy

5.2.1 Establishing the quality policy

Top management at GICO SPA establishes, implements and maintains a quality policy that:

a) is appropriate to the purposes and context of the organisation and supports its strategic actions;

b) constitutes a reference framework for setting quality objectives;

c) includes a commitment to fulfilling applicable requirements;

d) includes a commitment to continuous improvement of the quality management system.

The quality policy is checked/updated during the Management Review or when significant changes are made.

5.2.2 Sharing the quality policy

The quality policy is:

a) made available and maintained as documented information;

b) communicated, understood and applied within the organisation;

c) made available to the relative stakeholders, as appropriate.

In case of review, the quality policy is communicated inside the company by displaying it on the bulletin board, at special meetings, in emails.

It is communicated externally through its display in the reception area.

5.3 Roles, responsibilities and authorities in the organisation

Management at GICO SPA ensures that the responsibilities and authorities for the pertinent roles are assigned, communicated and understood within the organisation.

Management assigns responsibilities and authorities for:

a) ensuring that the quality management system complies with the requirements of this international standard;

b) ensuring that the processes are producing the expected outputs;

c) reporting, in particular to management, on the performance of the quality management system and opportunities for improvement (see point 10.1);

d) ensuring the promotion of customer focus throughout the entire organisation;

e) ensuring that the integrity of the quality management system is maintained when changes to the system are planned and implemented.

For this purpose, the following has been set up:

- Integrated quality-safety-environment organisational chart to help understand the levels of responsibility and the interactions between the various departments
- Process diagrams: a manager has been identified for each process and the company departments that operate at the level of Responsibility, Execution, Collaboration are indicated (they are called REC) for each activity

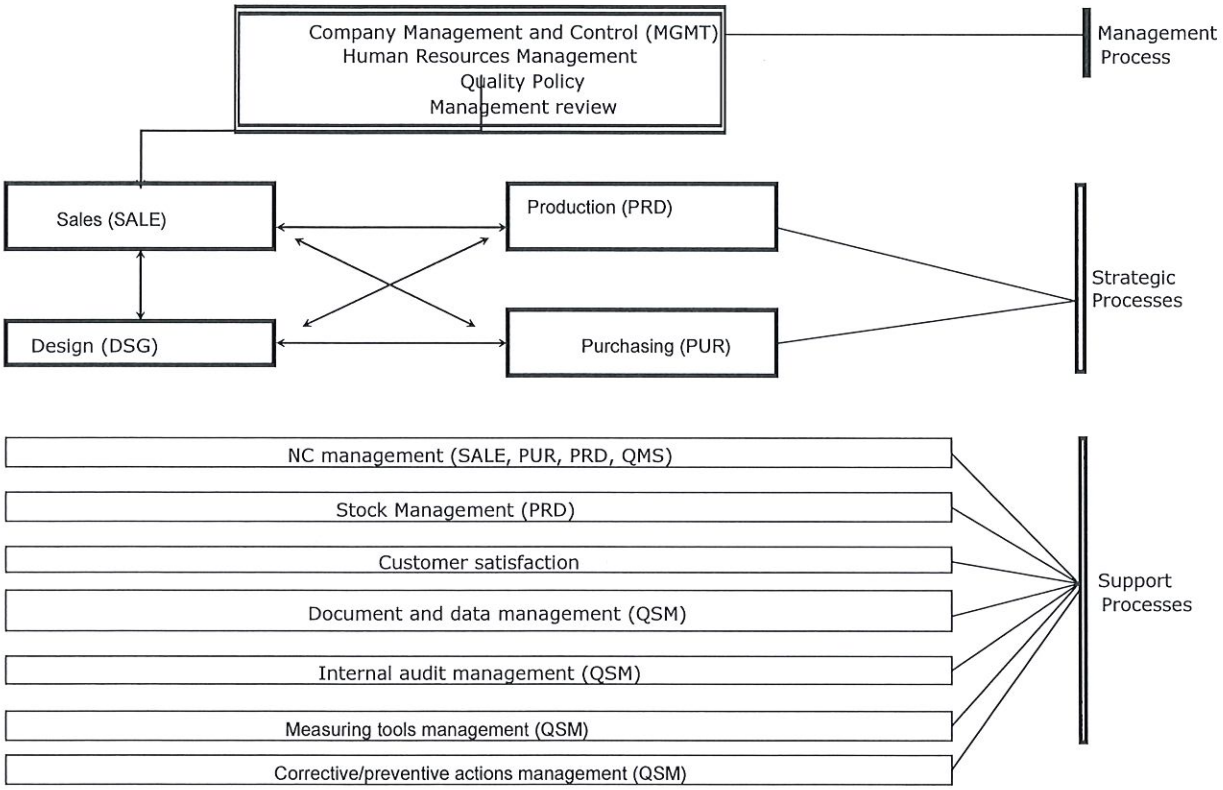
6 PLANNING

The architecture of the GICO SPA management system reflects the vision by processes.

All processes are considered essential for GICO SPA, because they give added value or because they are essential for the smooth functioning of the organisation. The activities in support of management (e.g. measurement, analysis and improvement activities) are referred to in paragraph 9 but developed in other parts of this manual: for these activities, the description is limited to a reference to the relative paragraph and to highlighting the interaction with the managed processes.

Through its processes, GICO SPA will implement all of the actions necessary for achieving the planned objectives and results and the subsequent continuous improvements that are established by management in the Quality System Review.

The diagram of the GICO SPA processes is listed below:



GICO SPA outsources certain stages. These outsourced stages relevant to the field of application of the management system are kept under control (in the appropriate delivery documents) in relation to the influence that they have on the quality of the product. They are:

- *Welding*
- *Glazing*
- *Galvanic treatments*
- *Metal frame processing*
- *Electrical panel assembly*

Regarding the requirements of the reference standard, there are no exclusions.

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6.1 Actions for managing risks and opportunities

In planning the quality management system, GICO SPA considers the context factors (internal and external), the expectations of the stakeholders and evaluates the risks and opportunities/threats that need to be addressed in order to:

a) ensure that the quality management system achieves the expected results;

b) boost the desired effects;

c) prevent or reduce undesired effects;

d) pursue improvement.

Through MYQUALITY, GICO SPA plans:

a) actions for managing risks and opportunities;

b) the modes for:

1) integrating and implementing the actions into the processes of its quality management system;

2) assessing the efficacy of these actions.

6.2 Objectives for quality and planning and achieving them

GICO SPA establishes the quality objectives relative to the pertaining departments, levels and processes, necessary for the quality management system and takes action to ensure that these:

a) are consistent with the quality policy;

b) are measurable;

c) take the applicable requirements into consideration;

d) pertain to product and service conformity and to increasing customer satisfaction;

e) are monitored;

f) are disclosed;

g) are updated as appropriate.

Through MYQUALITY GICO SPA retains documented information on quality objectives.

When planning its quality objectives, GICO SPA establishes:

a) what will be done;

b) what resources will be required;

c) who will be responsible;

d) when it will be completed;

e) how the results will be assessed.

6.3 Planning changes

Changes to the quality management system are carried out in a planned way (see point 4.4), and GICO SPA considers the following to implement this:

a) the purposes of the changes and their potential consequences;

b) the integrity of the quality management system;

c) the availability of resources;

d) the allocation or re-allocation of responsibilities and authorities.

7 SUPPORT

7.1 Resources

7.1.1 General

Especially during the Management Review, GICO SPA determines and provides the necessary resources for the establishment, implementation, maintenance and continuous improvement of the quality management system, and for this it considers:

a) the capacities of the existing internal resources and the restrictions that apply to them;

b) what to obtain from external suppliers.

7.1.2 People

The people necessary for the effective implementation of its quality management system and for the operation and control of its processes are determined and made available.

This information is obtained from the MYQUALITY system.

7.1.3 Infrastructure

GICO SPA establishes, makes available and maintains the necessary infrastructure for the functioning of its processes and to achieve the conformity of products and services, including:

a) buildings and the relative systems;

b) equipment including hardware and software;

c) resources for transport;

d) information and communication technologies.

The aforementioned infrastructures are verified within the scope of the pertaining systems (safety and privacy).

7.1.4 Environment for process operation

GICO SPA establishes, makes available and maintains the necessary environment for the functioning of its processes and to achieve the conformity of products and services.

At the level of health and safety at work, the assessment of work-related stress takes into consideration a set of human and physical factors which are:

a) social (for example non-discriminatory, peaceful, non-conflictual conditions);

b) psychological (for example stress reduction, preventing burnout, emotional protection);

c) physical (for example temperature, heat, humidity, lighting, air flow, hygiene, noise).

7.1.5 Resources for monitoring and measuring

7.1.5.1 General

When monitoring or measuring are used to verify the compliance of products and services with the requirements, GICO SPA determines and makes available the necessary resources to ensure valid and reliable results, and takes action to ensure that they:

a) are fit for the specific monitoring and measuring activity to be carried out;

b) are maintained in order to ensure their continued fitness for the purpose.

GICO SPA retains appropriate documented information as evidence of the fitness for purpose of the resources for monitoring and measurement.

The measuring tools and the calibration deadline are managed in MYQUALITY.

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7.1.5.2 Referability of measurements

The measuring tools are:

a) calibrated and/or verified at specified intervals or prior to use, with measuring samples that refer to international or national reference samples;

b) identified so as to determine the status;

c) protected against regulations, damage or deterioration that could invalidate their calibration status and the subsequent measuring results.

When measuring equipment is deemed unfit for its intended use, it is checked whether the validity of previous measurement results has been adversely affected and appropriate action is taken as needed.

7.1.6 Organisational knowledge

GICO SPA determines what knowledge necessary for the functioning of its processes and to achieve the conformity of products and services. For this reason, MYQUALITY collects information useful for this purpose and to ensure that this knowledge is made available, to the necessary extent.

In tackling the needs and trends of change, GICO SPA considers its current knowledge and determines how to acquire or access any necessary additional knowledge and required updates, making use of adequate information channels and resorting to expert consultants.

7.2 COMPETENCE

Through MYQUALITY:

a) the skills required by the people who carry out work activities and that affect the performance and efficacy of the quality management system are determined;

b) it is ensured that these individuals are competent on the basis of due education, training, or experience; insufficient skills are identified by a specific alarm system on MYQUALITY and from here training needs are identified;

c) actions are identified to acquire the necessary skills and evaluate the efficacy of the taken actions;

d) due documented information is retained, as evidence of the competencies.

7.3 AWARENESS

Through specific meetings and/or notifications, GICO SPA assures that its employees are aware of:

a) the quality policy;

b) the pertinent quality objectives;

c) their contribution to the efficacy of the quality management system, including the benefits deriving from improved performance;

d) the implications deriving from not complying with the requirements of the quality management system.

7.4 COMMUNICATION

In MYQUALITY, GICO SPA has indicated all possible communication channels, and the information to be disclosed internally and externally

Through the communication table on MYQUALITY, GICO SPA defines:

a) what it wants to communicate;

b) when to communicate;

c) who to communicate with;

d) how to communicate;

e) who communicates.

7.5 DOCUMENTED INFORMATION

7.5.1 General

The MYQUALITY system identifies, and mentions where required, all documented information of internal and/or external origin necessary for the efficacy of the quality management system, its use, origin, the IT systems that it is produced by, and the responsibilities.

In principle, GICO SPA favours electronic records and self-supporting forms, i.e. accompanied by the information necessary for correct completion, in order to not be restricted by the need to consult other documents such as procedures and/or instructions.

7.5.2 Creation and update

In MYQUALITY the documented information

- is duly identified with a code for to the process that it refers to,
- bears the review number and date,
- is the format type,
- as well as the company departments appointed for preparation, verification and approval.

7.5.3 Control of documented information

To keep the documented information under control, GICO SPA does the following:

a) distribution, access, collection and use;

b) archiving and retaining, including maintaining legibility;

c) controlling changes (per example, controlling versions);

d) retention and elimination.

In case of update, everyone is notified of the implemented update.

By referring to the activities carried out by each company department and the documented information associated with the performed activity, each company department is able to deem whether it is interested in viewing the new review, and this avoids having to resort to distribution lists that are difficult to manage and kept up-to-date.

8 OPERATIONAL ACTIVITIES

8.1 Operational planning and control

Through MYQUALITY, GICO SPA plans, implements and monitors the processes (see point 4.4) necessary to meet the requirements for the supply of products and services and to implement the actions determined in point 6:

a) determining the requirements for products and services;

b) establishing criteria for:

1) processes;

2) accepting products and services;

c) determining the resources necessary for pursuing compliance with product and service requirements;

d) implementing controls over processes in compliance with the criteria;

e) determining, maintaining and retaining the documented information in order to:

1) trust that the processes have been carried out as planned;

2) demonstrate compliance of the products and services with the relative requirements.

GICO SPA monitors planned changes and reviews the consequences of involuntary changes, taking actions to mitigate any negative effects, as much as necessary.

8.2 Requirements for products and services

8.2.1 Communication with the customer

In MYQUALITY, GICO SPA has indicated all possible communication channels, and the information to be disclosed internally and externally.

Communication with the customers includes:

a) providing information relative to products and services;

b) the management of requests, contracts or orders, including changes;

c) obtaining, from the customer, feedback on products and services, including customer complaints;

d) managing or monitoring customer property;

e) the definition of specific requirements for emergency actions, when pertinent.

8.2.2 Determining requirements relative to products and services

In determining the requirements of the products and services to be offered to customers, GICO SPA ensures that:

a) the product and service requirements are defined, including:

1) every applicable mandatory requirement;

2) those deemed necessary by the organisation;

b) GICO SPA is able to provide what it declares in reference to the offered products and services.

8.2.3 Determining requirements relative to products and services

Before committing to providing products and services to the customer, GICO SPA carries out a review that includes:

a) the requirements specified by the customer, including requirements for delivery and post-delivery activities;

b) the requirements not established by the customer, yet necessary for the specified or expected use, when known;

c) the requirements specified by the organisation;

d) the mandatory requirements applicable to products and services;

e) the requirements of the contract or the order the differ from those expressed previously. GICO SPA ensures that the differences between the requirements of the contract or order and those previously expressed are resolved.

GICO SPA retains documented information, as applicable:

a) of the review results;

b) of each new requirement for products and services.

8.2.4 Changes to requirements for products and services

When the requirements of products and services are modified, GICO SPA ensures that the relevant documented information is updated and the relevant people are made aware of the changed requirements.

8.3 Design and development of products and services

8.3.1 General

GICO SPA, through a specific document system, manages an appropriate design and development process to ensure the subsequent supply of products and provision of services.

8.3.2 Planning design and development

Through a specific document system GICO SPA determines the phases and controls for design and development, in which the following are considered:

a) the nature, duration and complexity of the design and development activities;

b) the necessary steps of the process, including applicable design and development reviews;

c) the necessary design and development verification and validation activities;

d) the responsibilities and authorities involved in the design and development process;

e) the needs of internal and external resources for the design and development of products and services;

f) the need to monitor the interfaces between the people involved in the design and development process;

g) the need to involve customers and users in the design and development process;

h) the requirements for the subsequent supply of products and provision of services;

i) the level of control of the design and development process expected by customers and other relative stakeholders;

J) documented information necessary to demonstrate that the design and development requirements have been fulfilled.

8.3.3 Inputs to design and development

GICO SPA identifies the essential requirements for the specific types of products and services to be designed and developed, and for this it has prepared appropriate documentation, through which it considers:

a) functional and performance-related requirements;

b) information stemming from previous similar design and development activities;

c) mandatory requirements;

d) potential consequences of failure due to the nature of the products and services.

8.3.4 Controls for design and development

GICO SPA has prepared appropriate documentation to carry out checks on the design and development process in order to ensure that:

a) the results to be pursued are defined;

b) reviews are conducted to assess the ability of the design and development results to fulfil the requirements;

c) verification activities are conducted to ensure that the design and development outputs fulfil the input requirements;

d) validation activities are conducted to ensure that the resulting products and services fulfil the requirements for the specified application or intended use;

e) every necessary action is taken on problems determined during the reviews or verification and validation activities;

f) the documented information of these activities is retained.

8.3.5 Outputs of design and development

GICO SPA ensures that the design and development outputs:

a) fulfil the input requirements;

b) are fit for the future provision of product supply and service delivery;

c) include or refer to monitoring and measurement requirements, as needed, and acceptance criteria;

d) specify the characteristics of the products and services that are essential for their intended purposes and for their safe and appropriate supply/delivery.

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GICO SPA has prepared a specific document structure and retains documented information relative to the design and development outputs.

8.3.6 Changes to design and development

GICO SPA identifies, reviews and monitors the changes made during or after the design and development of products and services, to the extent necessary to ensure that there are no negative impacts on compliance with the requirements.

GICO SPA has prepared a specific document structure and retains documented information relative:

a) to changes to design and development;

b) review results;

c) authorisations for the changes;

d) actions taken to prevent negative impact.

8.4 Control of processes, products and services provided externally

8.4.1 General

GICO SPA implements the necessary actions so that the outsourced processes, products and services comply with the requirements.

For this purpose, the controls to be implemented on the outsourced processes, products and services are defined.

GICO SPA has defined (on MYQUALITY) for each supplier category, the criteria for the evaluation, selection, monitoring of performance and for the re-assessment of external suppliers, on the basis of their ability to provide processes or products and services that comply with the requirements. The documented information of these activities and of any necessary action resulting from the assessments is managed and retained in MYQUALITY.

8.4.2 Type and extension of the control

GICO SPA ensures that the outsourced processes, products and services do not negatively affect the organisation's ability to regularly release compliant products and services to its customers, and for this reason:

a) ensures that outsourced processes remain under the control of its quality management system;

b) defines the controls it intends to apply to the external supplier and those it intends to apply to the resulting outputs;

c) it also takes into consideration:

1) the potential impact of the outsourced processes, products and services on the organisation's ability to regularly fulfil customer requirements and applicable mandatory requirements;

2) the efficacy of the controls implemented by the external supplier;

d) plans and implements the necessary checks to ensure that the outsourced processes, products and services fulfil the requirements (supplier audit).

8.4.3 Information to external suppliers

GICO SPA ensures that the specified requirements are adequate prior to sharing them with the external supplier and notifies the external suppliers of the requirements relative to:

a) the processes, products and services to be supplied;

b) the approval:

1) of products and services;

2) of methods, processes and equipment;

3) for the release of products and services;

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c) the control and monitoring to be applied to the performance of the external supplier by the organisation;

For this purpose, dedicated supply specifications are prepared and provided.

8.5 Production and delivery of services

8.5.1 Control of production and delivery of services

GICO SPA implements all stages of production and provision of services under controlled conditions, through:

a) the availability of documented information that defines:

1) the characteristics of the products to be realised, the services to be provided or the activities to be performed;

2) the results to be pursued;

b) the availability and use of suitable resources for monitoring and measuring;

c) the implementation of monitoring and measuring activities in appropriate phases, to verify that the criteria for controlling processes or outputs, and the acceptance criteria for products and services, have been fulfilled;

d) the use of suitable infrastructures and environments for process function;

e) the designation of competent persons, including any required qualifications/skills;

f) the validation, and periodic revalidation, of the ability to achieve the planned results for the production and service delivery processes, when the resulting outputs cannot be verified through subsequent monitoring or measuring;

g) the implementation of actions aimed at preventing human error;

h) the implementation of release, delivery and post-delivery activities.

8.5.2 Identification and traceability

All raw materials, semi-finished and finished products are specifically identified by special labels, throughout all processing stages up to shipping

When traceability is a requirement, GICO SPA monitors the unequivocal identification of the outputs and retains the documented information necessary to allow such traceability.

8.5.3 Properties that belong to customers or to external suppliers

GICO SPA is responsible for the property of customers or external suppliers, when under its control or used by it.

GICO SPA identifies, verifies, protects and safeguards the property of the customer or external supplier, made available by them to be used or to be incorporated into products and services.

When the property of the customer or external supplier is lost, damaged or otherwise found unsuitable for use, GICO SPA informs the customer or the external supplier and keeps documented information on what happened.

8.5.4 Preservation

Preservation includes identification, handling, contamination control, packaging, storage, transportation, and protection.

8.5.5 Post-delivery activities

In order to meet the requirements relative to post-delivery activities associated with products and services, GICO SPA assesses the following aspects:

a) mandatory requirements;

b) potential undesirable consequences associated to its products and services;

c) the nature, use and expected life span of its products and services;

d) customer requirements;

e) customer feedback.

Post-delivery activities include work under warranty, contractual obligations. On request, maintenance services and additional services, such as recycling or final disposal can be included.

8.5.6 Check the changes

GICO SPA reviews and monitors changes to the production or provision of services, to the extent necessary to ensure continued compliance with the requirements.

Documented information describing the results of change reviews, who authorises the changes, and any necessary action resulting from the review, is retained.

8.6 Releasing products and services

GICO SPA has prepared specific plans for control upon acceptance and production, to verify that the requirements of the products and services have been fulfilled.

The release of products and the provision of services to the customer are not carried out before what has been planned has been satisfactorily completed, unless otherwise approved by the process manager and, where applicable, by the customer.

Specific documented information about the release of products and services is retained, which includes:

a) proof of compliance with acceptance criteria;

b) referability to people authorised for release.

8.7 Control of non-compliant outputs

GICO SPA ensures that outputs that do not comply with the requirements are identified and monitored, in order to prevent their involuntary use or delivery.

GICO SPA processes non-compliant outputs in one or more of the following ways:

a) correction;

b) segregation, containment, return or suspension of the supply of products and provision of services;

c) information to the customer;

d) obtaining authorisations for acceptance in concession.

When non-compliant outputs are corrected, compliance with requirements is checked.

9 ASSESSMENT OF PERFORMANCE

9.1 Monitoring, measurement, analysis and assessment

9.1.1 General

The descriptions of GICO SPA processes establish the product and process variables subject to control. All of the phases of the process are planned and the data of the controls on the product and on the process are

retained; the product is not completed without fulfilling the planned checks or a concession has been issued by the customer, if agreed by contract.

The records relating to the release of the product clearly indicate the persons who authorised it. The results of the most important variables on the result are regularly analysed and published in order to show the actors of the process what results are achieved and to fulfil effective monitoring. When reporting performance differing from the expected objectives, an analysis of the causes of the deviations is carried out by applying the provisions of par. 8.5.2

The control and monitoring data include the processes of the subcontractors according to their relevance on final quality. They can be obtained directly from GICO SPA through tests carried out internally and as results of tests and checks carried out by the subcontractor. In the latter case, there is the additional possibility that the results of the measurements and monitoring of the subcontractor's processes are retained by the subcontractor and made available upon request by GICO SPA.

The organisation monitors and measures the characteristics of the product to verify that the product requirements have been met. This is done at appropriate stages of the product manufacturing process, in accordance with the customer's plans.
All records of controls are defined in specific instructions and all necessary evidence is retained.
The product is released to the customer within the timeframes and methods established in a satisfactory manner with what has been agreed with the customer, unless otherwise approved by a relevant authority and, where applicable, by the customer.

9.1.2 Customer satisfaction

GICO SPA ensures that customer requirements are determined and fulfilled in order to increase customer satisfaction.

The Customer assessment is assessed:

- Directly: through visits or questionnaires
- Indirectly: customer complaints are analysed to evaluate the timeliness of responses, check if there are any recurring non-compliances. The continuity of orders, outstanding payments and the acquisition of new Customers by word of mouth are also assessed.

9.1.3 Analysis and assessment

GICO SPA analyses and assesses the appropriate data and information stemming from monitoring and measuring.

The results of the analysis are used to assess:

a) product and service conformity;

b) degree of customer satisfaction;

c) performance and efficacy of the quality management system;

d) whether planning was conducted effectively;

e) the efficacy of the actions taken to face risks and opportunities;

f) the performance of external suppliers;

g) the need for improvement of the quality management system.

9.2 Internal Audit

GICO SPA - under the responsibility of MSM - carries out Internal audits on all the activities covered by this manual according to the procedure below with the aim of ascertaining whether:

- The management system is in agreement with the reference standard
- The provisions defined for the management system documented in this manual are correctly implemented

- The management system is effectively implemented and maintained in force
- Validate the single processes
- Identify improvement aspects

Internal audits are planned by MSM in agreement with Management according to the following criteria:

- Every activity described in this manual must be audited at least annually
- When planning and implementing significant changes on processes and organisation, an audit must be conducted on the area/processes affected by the change
- On the basis of the results of each internal auditing session, the deadline for the next audit is confirmed or changed: repeated positive feedback relating to a process or organisational area shows the soundness of management and authorises following the minimum auditing program. If, on the contrary, significant shortcomings are found, it is necessary to shorten the next auditing period.

The auditing schedule has the following elements:

- The auditing deadline
- The process or area subject to auditing
- The Reference Management System Documentation (Manual, Procedures, Processes and other applicable documents) and the people to contact are found in the process matrix

Audits are conducted by independent, objective and impartial persons trained for the task.

As far as possible, GICO SPA tends to appoint internal audits to external personnel in order to make the most of this activity as an opportunity for improvement. Audit execution is supported by checklists (printable report form) containing the reference to the specific elements to be audited and used as a support for recording the evidence of the audit (documents, records, viewed data, contacted people, discovered shortcomings, observations for improvement). The auditor's task is concentrated on verifying the compliance of the observed activities with the rules and requirements of the GICO SPA management system and verifying the effectiveness of its application, also based on the data and indicators set forth in the process management.

At the end of the auditing session, the auditor prepares a report (printable report) containing the following information (processed from the records provided in the checklists):

- Date, audited Area or process, Auditor, Contacted person, List of shortcomings, non-conformities and observations that emerged from the audit

The report (delivered to MSM if the auditor is external) is presented to the process or department managers subject to the audit and endorsed by them for knowledge and definition (as far as immediately possible) of the actions that they intend to take to remove any shortcomings and implement any management improvement actions. The implementation and efficacy of the corrective actions thus planned are verified during subsequent audits or - if required - in specially planned auditing sessions.

The records of the results of the audits are permanently kept in hardcopy or electronic form together with the plan, check-list with records of the audit observations, audit report. The corrective or preventive actions on the other hand are recorded on a specific electronic device (MYQUALITY).

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9.3 Review

9.3.1 General

GICO SPA has established that the Management review is carried out towards the end of February in order to have full availability of the data necessary to evaluate what happened in the previous year, verify the achievement of the set objectives, and have the elements to correctly set the objectives for the year in progress.

The MYQUALITY program identifies:

- What departments to involve and the relative reasons
- What aspects to be considered in the review with indications for a correct and complete assessment of them
- Input documents
- Output documents
- The aspects to be monitored later (FOLLOW-UP) in order to carry out mini reviews

9.3.2 Inputs to management review

Management review must be planned on MYQUALITY.

It is conducted taking into consideration:

a) the status of the actions stemming from previous management reviews;

b) changes in external and internal factors that are relevant to the quality management system;

c) information on the performance and efficacy of the quality management system, including trends relating to:

1) customer satisfaction and feedback from stakeholders;

2) the extent to which the quality objectives are achieved;

3) process performance and product and service conformity;

4) non conformities and corrective actions;

5) results of monitoring and measuring;

6) audit results;

7) the performance of external suppliers;

d) adequacy of resources;

e) the efficacy of the actions taken to face risks and opportunities (see point 6.1);

f) opportunities for improvement.

Further aspects to be considered can be indicated in the MYQUALITY program together with the considerations to be made for each examined aspect.

9.3.3 Outputs of management review

The outputs of the management review include the decisions and relative actions to:

a) opportunities for improvement;

b) every need for changes to the quality management system;

c) training plan;

d) necessary resources.

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10 IMPROVEMENT

10.1 GENERAL

GICO SPA is committed to identifying and selecting all the improvement opportunities necessary to fulfil the customer's requirements and increase their satisfaction, and this also applies to stakeholders.

The MYQUALITY program identifies all the possible situations to be improved, which are highlighted by specific alarms to which, according to the availability of the resources, it is then possible to follow up, by initiating corrective actions or improvement plans.

10.2 NON CONFORMITIES AND CORRECTIVE ACTIONS

GICO SPA adopts the procedure described below with the aim of preventing the recurrence or occurrence of non-conformities affecting the qualitative performance according to their extent and severity. Non-conformities include customer complaints, complaints to the supplier, processes found to be non-compliant, potential non-conformities including communications from the customer and adverse indicator drift, non-conformities discovered during the management system audit.

The corrective actions take into account the single datum or piece of information relative to:

- Tests and checks
- Non-conformities (including those to the supplier, from the customer, from audit)
- Communication with the customer including complaints
- Progress of indicators (trend)
- Analysis of data from processes
- Other sources of information (such as company meetings, for example)

MSM obtains the elements used to assess the need to implement actions aimed at preventing the occurrence or recurrence of non-conformities. The principle adopted for the action is based on the fact that action is taken in proportion to the risk and extent of the non-conformity. The elements of the assessment are systematically reported to Management at the review sessions. Management, on the basis of its own independent considerations, determines the possible need for action. Having decided the need to intervene, it is necessary to evaluate the causes of the non-conformity: this investigation is based on the review of the data and information available and, when necessary, on the involvement of the persons or departments within whose sphere of action or competence it is assumed that the cause or causes is/are found. The investigation may not be easy or obvious, however, the more accurate the identification of the causes, the more effective the action will be. In some situations of non-conformity (complaint from customer, complaint to supplier) the causes are immediately identified. Any significant elements relating to the causes obtained at specific meetings are documented in the minutes.

When implementing actions, in a specific report, MSM reports the following elements:

- Description of the non-conformity, or non-compliant situation, or potential risk of the action that has been decided to take
- Documents or reference data (if any)
- Summary of the analysis of the causes
- Action program specifying the methods of intervention, the expected times for actions and responsibilities

The report is forwarded to Management who reviews it for approval regarding:

- Necessity to take action and timeframes
- Correctness of the analyses
- Any necessary resources and their availability

The approval and availability of resources operationally initiate the action. MSM promotes the necessary coordination of THE planned actions and verifies the results actually achieved at the scheduled deadline. Sometimes the obtained results are already represented by data and indicators.

The conclusion of the actions is given by the positive assessment of their efficacy in the report. In the event of an unsatisfactory result, the MSM reports the reasons and any proposals for recovery (such as: reanalysing causes, modifying actions). The verification of actions deriving from non-conformities detected in Quality System Audits are under the responsibility of MSM. The corrective and preventive action reports in progress are stored on specific electronic tools and can be printed as needed.

The situation of the corrective and preventive actions, initiated, in progress and concluded in the period is submitted to MGMT during the review of the management system.

Non-conformities and corrective actions are managed in MYQUALITY in order to monitor their actual completion within the established times and obtain specific indicators to be used for continuous improvement.

10.3 CONTINUOUS IMPROVEMENT

The elements at the basis of continuous improvement refer to the GICO SPA policy and objectives, to the results of internal audits, to the analysis of the data resulting from the processes, to the status of corrective and preventive actions. These elements are the subject of the management review.

However, monitoring and analysis based on results are not limited to the moment of review and are conducted systematically and at the frequency appropriate to the importance of the results to be monitored as defined in the processes. The trend of the results - when different from normally expected - stimulates the analysis aimed at identifying the causes of the deviation. It is through this mechanism that corrective and preventive actions and basically the continuous improvement of the management system can be initiated.

The improvement actions are managed through a specific electronic tool (MYQUALITY) which allows you to:

- Record improvement aspects
- Plan their execution and define the implementation managers
- Electronically share the improvements in progress and check their implementation
- Log them to assess improvements recorded over the years

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