

2013

QUALITY MANUAL



BAGLIETTO S.R.L.

BAGLIETTO SRL VIA CASTELGAZZO 11 15067 NOVI LIGURE (AL) ITALY COD.FISC. E P.IVA:02392010068	MANUAL	
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BAGLIETTO SRL

Head office and factory:

Via Castelgazzo 11

15067 Novi Ligure (Al)

Tel. +39 0143 318000

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ASSIGNS :

DATE :

01/11/13	4	UPDATE COMPANY DATA	S Cosso	G Oliva	N Baglietto
06/06/11	3	CORPORATE UPDATE FUNCTIONS	S Cosso	G Oliva	N Baglietto
22/04/11	2	UPDATE TO COMPLY WITH ISO 9001:2008	S Cosso	G Oliva	P Rosso
02/08/10	1	UPDATE COMPANY DATA	S Cosso	G Oliva	P Rosso
DATA	REV	DESCRIPTION OF CHANGES	PROCESSED	VERIFIED	APPROVED

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0 INTRODUCTION

0.1 GENERAL



BAGLIETTO Naval Steel Company was founded in late 1800 by Giuseppe Baglietto and since then has maintained the characteristics of family business and the fifth generation is now ushering in the activity. During 2013, due to a new asset organization and a new generational step, the new BAGLIETTO SRL is born.

Born as a commercial company for the distribution of generic steel, in 1980 joined shipbuilding industrial activities where is currently the undisputed european leader .

The BAGLIETTO depot of Novi Ligure occupies an area of 160.000 square meters, of which 46.000 square meters are sheltered, and is easily accessible by road, rail and sea.

The BAGLIETTO perform steel and light alloy workings, commercialize and sells steel plates and profiles, especially for shipbuilding.

The BAGLIETTO company has long been in search of better internal organization in order to achieve the standard of quality that the market, the shipbuilding industry, requires.

Property believes that all employees are aware to continue improvement and the methods applied in the operation business are such that we can successfully deal according to the UNI EN ISO 9001:2008 certification fully applied from 2011.

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In this manual are described and reported the structure, the organizational work, the operational condition and the responsibility about the activation of the BAGLIETTO quality system (SQ) related to distribution and processing of tested naval steel works for all activities delivery from the factory of Novi Ligure (AL) via Castelgazzo n. 11.

Accomplishment of SQ is a shared commitment and approved by Baglietto Angelo, Baglietto Luigi and Baglietto Nicolò, who sign this document.

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1 SCOPE

1.1 GENERAL

This manual specifies requirements for a quality management system where an organization:

- Demonstrate the capacity of the company to consistently provide a product that complies with customer requirements and applicable regulatory requirements;
- Enhance customer satisfaction through the effective application of the system including processes for continual improvement and the assurance of conformity of products supplied to customer requirements and applicable regulatory requirements.

1.2 APPLICATION

Requirements of UNI EN ISO 9001:2008 (with the exception of paragraph 7.3 “design and development”) and developed in this Manual, are complementary to technical requirements of products supplied as required by current laws and regulations.

This manual, procedures and work instructions that follow from them are applicable to the following types of products supplied:

- profiles and naval steel plates
- flattening coils
- testing of profiles and naval steel plates
- shotblasting and painting of profiles and naval steel plates
- cutting of profiles and naval steel plates
- forming of profiles and naval steel plates
- production of welded subassemblies
- production of welded beams

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2 NORMATIVE REFERENCES

UNI EN ISO 9001:2008	Quality management system. Requirements.
UNI EN ISO 9000:2005	Quality management systems – fundamentals and vocabulary
LRQA	Rules for the Certification of Management System

The full list of rules, laws and regulations applicable to the products supplied by BAGLIETTO is managed as provided by specific procedure.

2.1 REFERENCE DOCUMENTS

PRC01 PROCEDURE DOCUMENTS AND DATA MANAGEMENT

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3 TERMS AND DEFINITIONS

Quality	Grade to which a set of characteristics inherent to the products supplied by BAGLIETTO meets the requirements.
Requirement	Need or expectation that is stated, generally implied or obligatory.
Customer Satisfaction	Perception of the customer on what its requirements are met.
Quality Management System (QMS)	Set of correlated elements to guide and control the organization of BAGLIETTO with reference to the quality.
Quality Policy	Objectives and general guidelines of BAGLIETTO for the quality, formally expressed by management.
Quality Assurance	Part of quality management aimed at giving confidence that quality requirements will be satisfied by BAGLIETTO.
Process	Set of interrelated or interacting activities which transforms input into output items.
Customer	Organization or person who beneficiary of a product provided by BAGLIETTO.
Traceability	Ability to trace the history, use or location of what is being considered. In relation to products supplied traceability can relate to: the origin of materials used and the history of its creation.
Non Conformity	Non satisfaction of a requirement.
Quality Plan in Control Production (QPCP)	Document who define, for a specific order and where required, which procedures and associated resources must be used, such as which and how many controls are needed to make processes.
Audit of quality (Audit)	Systematic, independent and documented process for obtaining evidence of the audit and evaluate them objectively, in order to determine the extent to which the audit criteria have been met.
Objective evidence	Data supporting the existence or the veracity of something.

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4 QUALITY MANAGEMENT SYSTEM

4.1 GENERAL REQUIREMENTS

BAGLIETTO has established and documented in this Manual, procedures and work instructions mentioned in it, how to implement and maintain the quality management system and improve its effectiveness, with continuity, in accordance with the requirements of UNI EN ISO 9001:2008.

BAGLIETTO for this purpose in the figures and in sections of the manual:

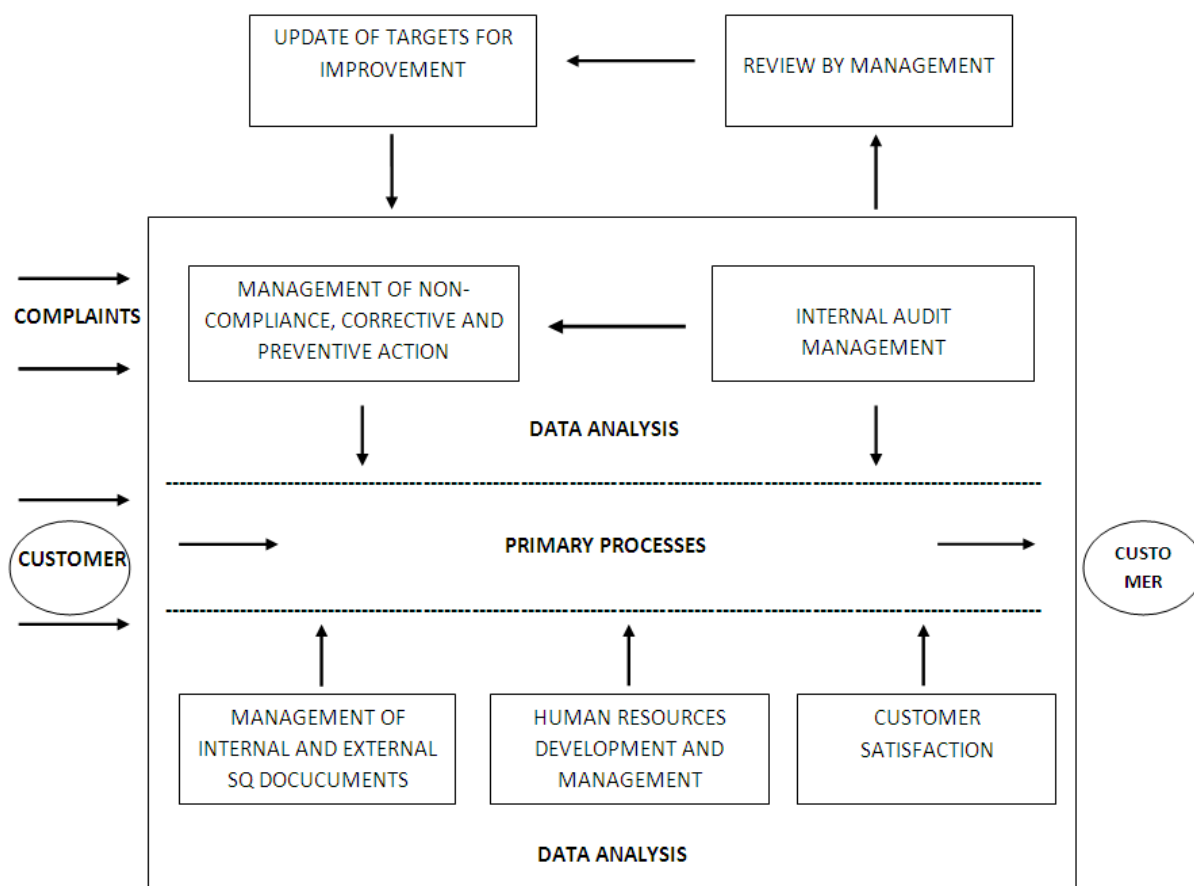
- has determined the processes considered necessary for the Quality Management System and their application throughout the organization,
- determined the sequence and interaction of these processes,
- has determined the criteria and methods needed to ensure the efficient operation and effective control of these processes,
- ensures the availability of resources and information needed to support the operation and monitoring of these processes,
- implementing the monitoring, measurement, where applicable, analysis and improvement of these processes,
- initiates and implements the necessary actions to achieve planned results and continual improvement of these processes.

BAGLIETTO ensure control of outsourced processes that affects product conformity to comply with all requirements of both the customer and statutory and regulatory required:

- verification over outsourced process to provide a product that meets the requirements,
- identify which steps and controls are to be made on outsourced product,
- control over outsourced process product and evaluate compliance with the requirements.

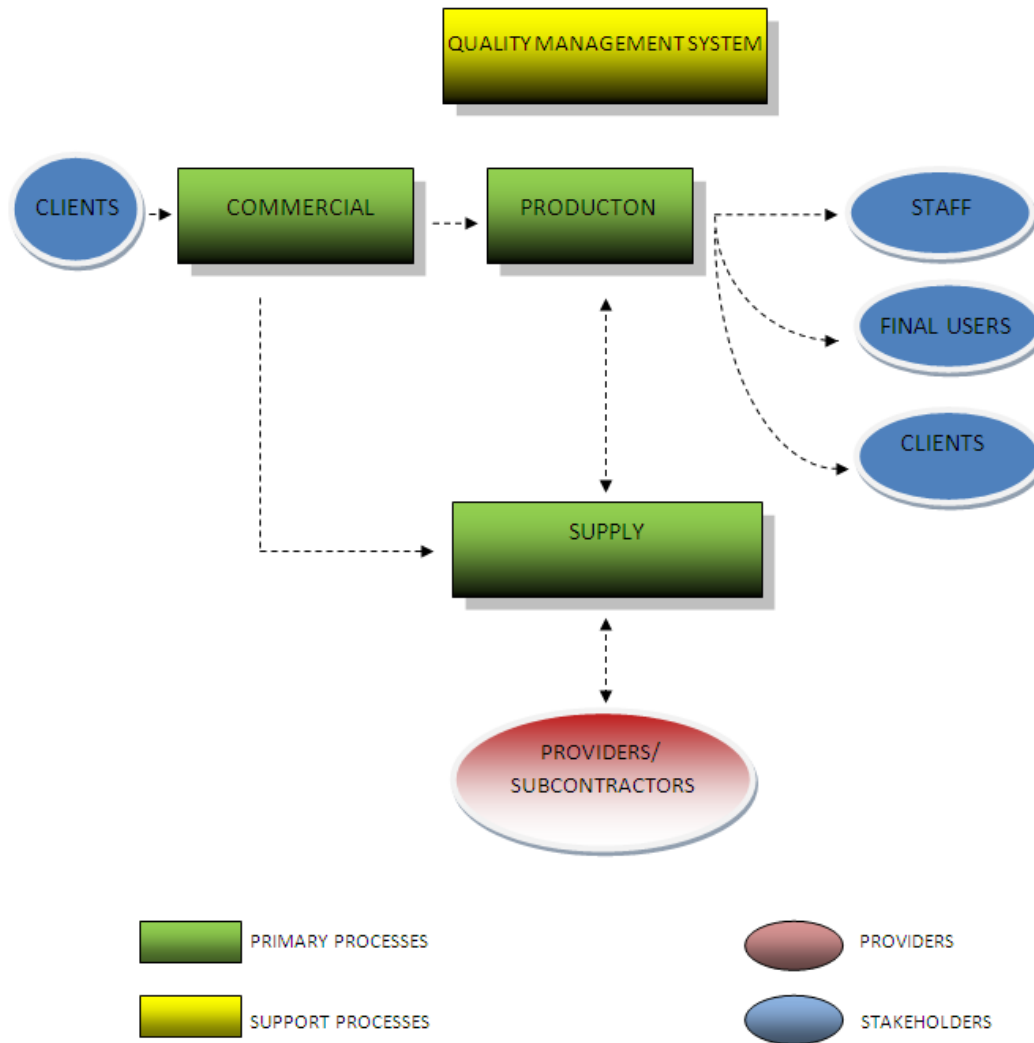
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▪ PROCESS OF QMS



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▪ SEQUENCE AND INTERACTION BETWEEN PROCESSES



PRODUCTION includes:

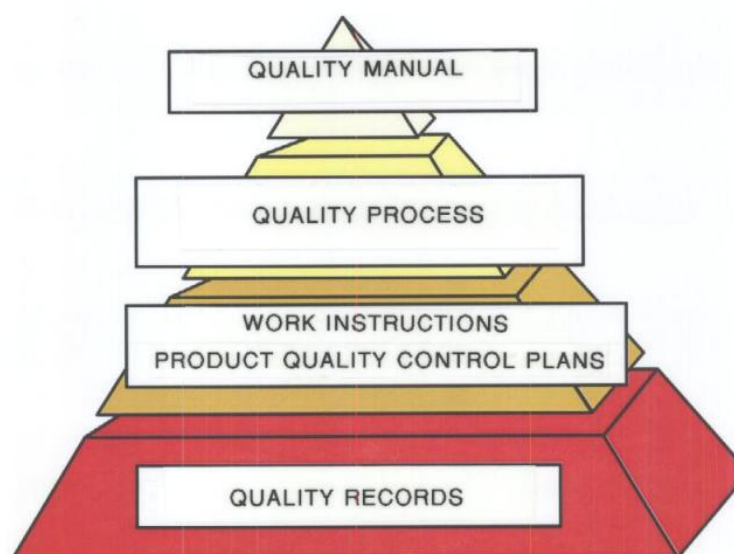
- preparation stock material
- flattening coils
- testing naval steel
- shotblasting and painting of profiles and naval steel plates
- cutting plates
- cutting profiles
- bending of plates and profiles
- welding of composed beams
- welding of subassemblies

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4.2 DOCUMENTATION REQUIREMENTS

4.2.1 GENERAL

BAGLIETTO's quality management system is structured according to the following figure in electronic or paper form:



In particular includes:

- Declaration of a documented quality policy and objectives for quality
- Quality manual
- Quality of documented procedures and records required by this International regulations
- Work instructions, product quality control plans, registration forms that BAGLIETTO considers necessary to ensure the effective planning, operation and kept under control of its processes.

4.2.2 QUALITY MANUAL

The Quality manual describes the architecture and the hierarchy of BAGLIETTO quality management system synthesizing the contents; into it are indeed indicated:

- the scope of the quality management system, including exclusions;
- the documented procedures established for the quality management system;
- a description of the interaction between the processes of the quality management system.

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BAGLIETTO Quality Manual is prepared and verified in accordance with the requirements of UNI EN ISO 9001:2008 by the Quality Manager (QM).

The approval of the manual is instead responsibility of Management.

In the first page of the manual is also reported the revisions grid, allowing you to maintain the traceability of all revisions of the document through the indication the following informations:

- number and date of the revisions,
- brief description of the reasons that led to the revisions,

Quality manual is available by controlled electronic copy for all departments managers, a paper copy is archived by QM.

4.2.3 CONTROL OF DOCUMENTS

Documents required for a proper quality management system (paper and electronic) are monitored as provided by the reference procedure, in order to:

- to approve documents for adequacy prior to issue from resource managers,
- to review and update (when necessary) and re-approve documents,
- to ensure that changes and the current revision status of documents are identified,
- to ensure that relevant versions of applicable documents are available at locations of use,
- to ensure that documents remain legible and easily identifiable,
- to ensure that documents of external origin are identified and their distribution controlled,
- to prevent the unintended use of obsolete documents, and to apply suitable identification to them if they are retained for any purpose.

4.2.4 CONTROL OF RECORDS

Records established to provide evidence of conformity to requirements and the effective operation of the quality management system are controlled and preserved according to reference procedure.

BAGLIETTO has established a procedure to define the controls needed for the identification, storage, protection, retrieval, retention and disposition of records.

4.3 REFERENCE DOCUMENTS

PRC01 DOCUMENT MANAGEMENT AND DATA PROCESS

5 MANAGEMENT RESPONSIBILITY

5.1 MANAGEMENT COMMITMENT

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BAGLIETTO Top Management provides evidence of its commitment to the development and implementation of the quality management system and continually improving its effectiveness by communicating to all internal/external resources:

- compliance of customer requirements as well as statutory and regulatory requirements;
- the result of periodic reviews with the definition of annual improvement goals and strategies to start to achieve them, including the necessary resources.

5.2 CUSTOMER FOCUS

BAGLIETTO top Management ensures that customer requirements are determined and are met with the aim of enhancing customer satisfaction.

5.3 QUALITY POLICY

Annually, during the review meeting, the management considers the objectives and guidelines for improvement of the company by defining, in cooperation with QM, margin improvement for the indicators of quality.

These indicators, measured by analyzing the performance of all business processes, customer satisfaction surveys and internal audits, can monitor over time the performance of BAGLIETTO QMS.

In order to ensure comprehension, implementation and support at all levels of these targets for improvement, annually the management public the quality policy in a place accessible to all, as well as promote and support the professionalism and motivation of employees through appropriate information.

5.4 PLANNING

5.4.1 QUALITY OBJECTIVES

Annually, during the review meeting, the management considers the objectives and guidelines for improvement of the company by defining, in cooperation with QM, the scope for improvement in the indicators of quality needed to comply the requirements for finished products.

5.4.2 QUALITY MANAGEMENT SYSTEM PLANNING

BAGLIETTO top Management ensures that:

- ensure that the planning of the QMS, as provided in this manual and related documents, complies with the general requirements of the system and is capable of achieving the objectives for quality of all business processes;

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- The integrity of the QMS is planned and implemented even when changes to the system itself.

5.5 RESPONSIBILITY, AUTHORITY AND COMMUNICATION

5.5.1 RESPONSIBILITY AND AUTHORITY

BAGLIETTO management defines the responsibilities and authorities through the organizational chart and job function description attached to this manual as well as in the "matrix of responsibility" document.

5.5.2 MANAGEMENT REPRESENTATIVE

BAGLIETTO top Management has delegated in writing form to QM, as a member of the management structure of the organization, the responsibility and authority for:

- ensuring that processes needed for the quality management system are established, implemented and maintained in compliant with UNI EN ISO 9001:2008,
- reporting to top management on the performance of the quality management system and any need for improvement,
- ensuring the promotion of awareness of customer requirements throughout the organization,
- liaison with external parties on matters relating to the quality management system.

5.5.3 INTERNAL COMMUNICATION

BAGLIETTO top Management ensures that appropriate communication processes are established within the organization and that communication takes place regarding the effectiveness of the quality management system.

5.6 MANAGEMENT REVIEW

5.6.1 GENERAL

BAGLIETTO top Management review the organization's quality management system, at planned intervals, to ensure its continuing suitability, adequacy and effectiveness.

This review includes assessing opportunities for improvement and the need for changes to the quality management system, including the quality policy and quality objectives.

Records from management reviews are maintained and kept on the review report file by QM in accordance with the reference procedure.

5.6.2 REVIEW INPUT

The input to BAGLIETTO management review includes information on:

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- results of audit,
- customer feedback (both in terms of satisfaction or dissatisfaction),
- process performance and product conformity,
- status of preventive and corrective actions,
- follow-up actions from previous management reviews,
- changes that could affect the quality management system,
- recommendations for improvement (processes, products and the entire management system for quality).

5.6.3 REVIEW OUTPUT

The output from BAGLIETTO management review includes any decisions and actions related to:

- improvement of the effectiveness of the quality management system and its processes
- improvement of product related to customer requirements,
- resource needs.

5.7 REFERENCE DOCUMENTS

PRC04 MANAGEMENT REVIEW

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6 RESOURCE MANAGEMENT

6.1 PROVISION OF RESOURCES

BAGLIETTO organization determines and provides the resources needed:

- to implement and maintain the quality management system and continually improve its effectiveness,
- to enhance customer satisfaction by meeting customer requirements.

6.2 HUMAN RESOURCES

6.2.1 GENERAL

Personnel performing work affecting quality to product requirements are competent on the basis of appropriate education, training, skills and experience according to reference procedure.

6.2.2 COMPETENCE, TRAINING AND AWARENESS

BAGLIETTO has:

- determined the necessary competence for personnel performing work affecting conformity to product requirements,
- provided training and formation and take other actions to achieve the necessary competence,
- evaluated the effectiveness of the actions taken,
- ensured that its personnel are aware of the relevance and importance of their activities and how they contribute to the achievement of the quality objectives,
- maintained appropriate records of education, training, skills and experience of staff.

6.3 INFRASTRUCTURE

BAGLIETTO defines, provides and maintains the infrastructure needed to achieve conformity to product requirements. Infrastructure includes :

- buildings, workspace and associated utilities,
- process equipment (both hardware and software),
- supporting services

6.4 WORK ENVIRONMENT

BAGLIETTO, in collaboration with the responsible service of protection and prevention, has the responsibility to define and manage the working conditions necessary to ensure the

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compliance of the workplace, including compliance with regulations on safety health and public places.

6.5 REFERENCE DOCUMENTS

PRC05 FORMATION AND TRAINING

PRC09 MAINTENANCE MACHINERY AND FACILITIES

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7 PRODUCT REALIZATION

7.1 PLANNING OF PRODUCT REALIZATION

BAGLIETTO has planned and developed the processes required for the realization of the product in this manual, procedures and work instructions. Planning of product realization is consistent with the requirements of the other processes of the quality management system.

In planning product realization the organization determine:

- quality objectives and requirements for the product,
- the need to establish processes, work instructions and documents, and to provide resources specific to the product.
- required verification, validation, monitoring, measurement, inspection and test activities specific to the product and the criteria for product acceptance.
- records needed to provide evidence that the realization processes and resulting product meet requirements.

When expressly requested by the customer, BAGLIETTO prepares a plan based on product quality control of business processes and requests of the customer.

7.2 CUSTOMER-RELATED PROCESSES

7.2.1 DETERMINATION OF REQUIREMENTS RELATED TO THE PRODUCT

BAGLIETTO in procedures and work instructions set out the modalities for managing:

- requirements specified by the customer, even through technical documents, including the requirements for delivery and post-delivery activities,
- requirements not stated by the customer but necessary for specified or intended use, where known,
- statutory and regulatory requirements applicable to the product,
- any additional requirements considered necessary by the organization.

7.2.2 REVIEW OF REQUIREMENTS RELATED TO THE PRODUCT

BAGLIETTO through procedures and work instructions review the requirements related to the product.

This review is conducted prior to the organization's commitment to provide a product to the customer and ensures that:

- product requirements are defined,
- contract or order requirements differing from those previously expressed are resolved,
- BAGLIETTO has the ability to meet the defined requirements.

The records of the results of the reviews and subsequent actions are stored as indicated in the reference procedure.

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If the customer does not provide documented information (such as verbal order confirmations), customer requirements are presented in written form by BAGLIETTO and submitted to the customer for confirmation.

In case product requirements are changed, BAGLIETTO provides a review of relevant documents and the distribution of information needed for the staff involved.

7.2.3 CUSTOMER COMMUNICATION

BAGLIETTO determines and implement in reference procedure effective arrangements for communicating with customers in relation to:

- product information,
- enquiries, contracts or order handling, including amendments,
- customer feedback, including customer complaints.

7.3 DESIGN AND DEVELOPMENT

This requirement is not applicable as BAGLIETTO does not design the products supplied, but always works on a project provided by the customer.

7.4 PURCHASING

7.4.1 PURCHASING PROCESS

BAGLIETTO ensures that purchased product conforms to specified purchase requirements to supply.

The type and extent of control applied to the supplier and the purchased product shall be dependent upon the effect of the purchased product on subsequent product realization or the final product.

BAGLIETTO evaluates and select suppliers based on their ability to supply product in accordance with specified requirements.

Furthermore, in order to establish and develop a durable relationship, BAGLIETTO initially qualify all suppliers through a detailed analysis after at least three test supplies.

The periodic evaluation of qualified suppliers is therefore based on the monitoring of product quality, costs, delivery times and non-compliance found during inspections.

Records of the results of the assessments and any necessary actions resulted from the evaluation are stored as indicated in the reference procedure.

7.4.2 PURCHASING INFORMATION

Purchase orders issued by BAGLIETTO can be:

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- Orders of consumables and services
- Orders of material for contract
- Orders for material storage

The orders issued contain the information needed to clearly describe the product / service ordered, referred to the procedure indicated in reference.

There are clearly specified the requirements for approval of the product, equipment, services and related qualifications of operators who carry them out.

BAGLIETTO ensures adequacy of specified purchase requirements prior to their communication to the supplier.

7.4.3 VERIFICATION OF PURCHASED PRODUCT

BAGLIETTO established and implements the inspection or other activities necessary for ensuring that purchased product meets specified purchase requirements.

In case BAGLIETTO or his client intends to perform checks of the product from supplier, this information, including the making and release of the product, are defined in the purchase orders.

7.5 PRODUCTION AND SERVICE PROVISION

7.5.1 CONTROL OF PRODUCTION AND SERVICE PROVISION

BAGLIETTO plan and carry out production and service provision under controlled conditions. These include:

- the availability of information that describes the characteristics of the product,
- the use of suitable equipment and machinery,
- the availability and use of monitoring and measuring equipment,
- the implementation of monitoring and measurement,
- the implementation of product release, delivery and post-delivery activities.

These activities apply to the following processes:

- preparation material storage
- flattening coils
- testing naval steel
- shotblasting and painting naval steel
- cutting plates
- cutting profiles
- forming naval steel
- welded beams
- welded subassemblies

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7.5.2 VALIDATION OF PROCESSES FOR PRODUCTION AND SERVICE PROVISION

BAGLIETTO validates production processes that can not be verified by measuring and monitoring activities:

- welded subassemblies

To define these processes has issued procedures that define:

- operational processes and methods for the realization of products,
- approval of equipment and qualification of personnel,
- requirements for records,
- revalidation must be done if the processes are changing.

7.5.3 IDENTIFICATION AND TRACEABILITY

BAGLIETTO identify the product by suitable means throughout product realization.

The traceability is a fundamental requirement for BAGLIETTO production process thus all operational phases maintain traceability of the material even when it suffer processes which alter appearance, size and shape through appropriate records.

7.5.4 CUSTOMER PROPERTY

BAGLIETTO takes care of customer's property with reference to documents/certificates, with the same procedures used to control their own products, thus ensuring the identification and management of any loss, damage, inoperability and making written notice to the customer.

7.5.5 PRESERVATION OF PRODUCT

BAGLIETTO is responsible for maintain the conformity of the product made, including its identification, until delivery.

7.6 CONTROL OF MONITORING AND MEASURING EQUIPMENT.

BAGLIETTO determines the monitoring and measurement to be undertaken and to monitoring and measuring equipment needed to provide evidence of conformity of product to determined requirements.

BAGLIETTO therefore ensures that the controls are executed in a coherent way with the requirements.

Where necessary to ensure valid results, measuring equipment are:

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- be calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; where no such standards exist, the basis used for calibration or verification shall be recorded,
- be adjusted or re-adjusted as necessary,
- have identification in order to determine its calibration status,
- be safeguarded from adjustments that would invalidate the measurement result,
- be protected from damage and deterioration during handling, maintenance and storage.

In addition, the organization assess and record the validity of the previous measuring results when the equipment is found not to conform to requirements. The organization shall take appropriate action on the equipment and any product affected.
Records of the results of calibration and verification are maintained.

Numerical control machines or machines operated by software are calibrated periodically or calibration is verified before use as described in procedure or instruction reference work.

7.7 REFERENCE DOCUMENTS

PRC06 COMMERCIAL ACTIVITIES

PRC07 SUPPLIES

PRC08 QUALIFICATIONS AND EVALUATION PROVIDERS

IL01 CONTROLS IN ACCEPTANCE

IL02 CERTIFICATION OF MATERIALS

IL03 SHOTBLASTING AND PAINTING

IL04 CUTTING PLATES

IL05 CUTTING PROFILES

IL06 FORMING

IL07 WELDED BEAMS

IL08 SUBASSEMBLIES

IL09 LOGISTICS

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8 MEASUREMENT, ANALYSIS AND IMPROVEMENT

8.1 GENERAL

BAGLIETTO plans and implements the monitoring, measurement, analysis and improvement processes needed:

- to demonstrate conformity to product requirements,
- to ensure conformity of the quality management system,
- to continually improve the effectiveness of the quality management system.

Were also identified applicable methods, including elementary statistical techniques, and the extent of their use.

8.2 MONITORING AND MEASUREMENT

8.2.1 CUSTOMER SATISFACTION

As one of the measurements of the performance of the quality management system, the organization monitor information relating to customer satisfaction as to whether the organization has met customer requirements and analyze the data received in context of management review.

8.2.2 INTERNAL AUDIT

BAGLIETTO conducts internal audits at planned intervals to determine whether the quality management system:

- conforms to the planned arrangements, to the requirements of reference standards and to the quality management system,
- is effectively implemented and maintained.

BAGLIETTO defined in the reference procedure:

- A planned audit program, taking into consideration the status and importance of the processes and areas to be audited, as well as the results of previous audits,
- the audit criteria, scope, frequency and methods are defined,
- the selection of auditors and conduct of audits ensure objectivity and impartiality of the audit process. (auditors can not perform audit on their work),
- the management responsible for the area being audited ensure that any necessary corrections and corrective actions are taken without undue delay to eliminate detected non conformities and their causes,
- follow-up activities includes the verification of the actions taken and the reporting of verification results.

Records of the audits and their results are maintained.

8.2.3 MONITORING AND MEASUREMENT OF PROCESSES

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BAGLIETTO has identified appropriate indicators for monitoring and measuring processes, taken into consideration during the annual review by the management.

These indicators allow monitoring of the achievement of the objectives and allow to act with appropriate corrective actions when these goals are not met.

8.2.4 MONITORING AND MEASUREMENT OF PRODUCT

BAGLIETTO monitor and measure the characteristics of the product to verify that product requirements are met.

These activities are performed during the working processes and finished products in compliance with procedures and work instructions.

Records provides evidence of conformity with acceptance criteria.

8.3 CONTROL OF NONCONFORMING PRODUCT

BAGLIETTO ensures that product which does not conform to product requirements is identified and controlled to prevent its unintended use or delivery.

Procedures and work instructions are established to define the controls and related responsibilities and authorities for dealing with nonconforming product.

BAGLIETTO deals with nonconforming product by one or more of the following ways:

- by taking action to eliminate the detected nonconformity,
- by authorizing its use, release or acceptance under concession by a relevant authority and, where applicable, by the customer,
- by taking action to preclude its original intended use or application,
- by taking action appropriate to the effects, or potential effects, of nonconformity when nonconformity product is detected after delivery or use has started.

Records of the nature of nonconformities and any subsequent actions taken, including concessions obtained, are maintained.

When nonconforming products are repaired/reworked are subject to re-verification to demonstrate conformity to the requirements.

When a nonconforming product is detected after delivery, BAGLIETTO take appropriate actions on the effects, real or potential, resulting from such non-compliance.

8.4 ANALYSIS OF DATA

BAGLIETTO determines, collect and analyze appropriate data to demonstrate the suitability and effectiveness of the quality management system and evaluate where continual improvement of the effectiveness of the quality management system can be made. This

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includes data generated as a result of monitoring and measurement and from other relevant sources.

The analysis of data provide information relating to:

- customer satisfaction,
- conformity to product requirements,
- characteristics and trends of processes, including opportunities for preventive action.
- suppliers.

8.5 IMPROVEMENT

8.5.1 CONTINUAL IMPROVEMENT

BAGLIETTO continually improves the effectiveness of the quality management system through the use of the quality policy, quality objectives, audit results, analysis of data, corrective and preventive actions and management review.

8.5.2 CORRECTIVE ACTION

BAGLIETTO takes action to eliminate the causes of nonconformities in order to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered.

Reference procedure define requirements for:

- reviewing nonconformities (including customer complaints),
- determining the causes of nonconformities,
- evaluating the need for action to ensure that nonconformities do not recur,
- determining and implementing action needed,
- records of the results of action taken,
- reviewing the effectiveness of the corrective action taken.

8.5.3 PREVENTIVE ACTION

BAGLIETTO determines action to eliminate the causes of potential nonconformities in order to prevent their occurrence. Preventive actions are appropriate to the effects of the potential problems.

Reference procedure is established to define requirements for:

- determining potential nonconformities and their causes,
- evaluating the need for action to prevent occurrence of nonconformities,
- determining and implementing action needed,
- records of results of action taken,
- reviewing the effectiveness of the preventive action taken.

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8.6 REFERENCE DOCUMENTS

PRC02 NON CONFORMITY MANAGEMENT, CORRECTIVE AND PREVENTIVE ACTION

PRC03 INTERNAL AUDIT

PRC10 MANAGEMENT OF MEASURING INSTRUMENTS