



QUALITY AND ENVIRONMENTAL MANUAL

CONFORMANCE TO STANDARDS:

ISO 9001:2015

ISO 14001:2015

Rev.	Date	Subject	Prepared by QES	Approved by SD
8	25/07/2017	System revised to meet standards ISO 9001:2015 and 14001:2015		

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- 01 Detail of procedures
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1. SCOPE

The Quality and Environmental Manual (QEM) presents a concise description of Zavi's Quality System; it defines:

- the Quality and Environmental Policy;
- Company Organisation;
- Processes;
- Responsibilities;
- Reference procedures and specific responsibilities for fundamental company processes.

2. APPLICATION

The QEMS has been designed and developed in compliance with ISO 9001:2015 Quality Management Systems Requirements and ISO 14001:2015 Environmental Management Systems Requirements. The provisions contained in this QEM and the documentation referred to, apply to all Zavi business functions and staff involved in the following operations:

Production of SOR) shunt opening releases, low voltage switch circuit breakers, (UVR) undervoltage releases, auxiliary contacts, PCB assembly, work carried out for customer technical specifications.

Planning and developing, clause 8.3 of ISO 9001:2015, is not applicable as the company only manufactures products that are designed and planned by its customers.

Out-sourcing data processes involve electroplating, which is performed according to *QP 06 Suppliers and Purchasing*.

3. RESPONSIBILITIES

The Quality and Environmental Supervisor (QES) is responsible for preparing and verifying the system's documentation to make sure that it meets the requirements of all relevant reference standards and the Quality and Environmental Policy's Annex 03 *defined by Company Management, identified as SD Page 1 of this Manual*.

The Company structure is set out in the Organisational Chart in Annex 05 while responsibilities are defined in Job Descriptions, Annex 06.

4. TERMS AND DEFINITIONS

Acronyms in the QEM:

QEM	Quality and Environmental Manual
QEMS	Quality and Environmental Management Systems
QP	Quality Procedure
WI	Work Instructions
SD	Sole Director
GM	General Manager
QESR	Quality and Environmental Systems Representative
PS	Production Supervisor
LS	Logistics Supervisor
PS	Purchasing Supervisor
AS	Accounting Supervisor
FS	Function Supervisor
O	Operator

5. REFERENCE STANDARDS

Zavi has implemented and maintains a Quality and Environmental Management System for its business activities in compliance with:

- ISO 9000:2015: Quality Management Systems – Fundamentals and Vocabulary
- ISO 9001:2015: *Quality Management Systems - Requirements*
- ISO 9004:2009: *Quality Management Systems - Guidelines for Performance Improvement*
- ISO 14001:2015: *Quality Management Systems - Requirements*
- 19011:2012 *“Guidelines for Quality and/or Environmental Management Systems Auditing”*
- *Legislative Decree 81/2008 (and amendments): Consolidated law on workplace safety*
- *Legislative Decree 152/2006 (and amendments): Environmental Standards*
- *Legislative Decree 196/2003 Personal Data Protection Code*

A complete and updated list of reference standards is contained in the form *“List of Standards and External Documents”* annexed to QP 05 *“Documentation Management”*.

6. COMPANY PROFILE AND CONTEXT

Zavi S.r.l. was founded in October 1995 when it took over the family business which had been directed by Mrs Franca Zavi, and had been operating since 1993. Zavi S.r.l. carried on the previous company's supply contracts successfully. The Company

acts mostly as a subcontractor for the well-known multinational corporation ABB SACE S.p.A., which is located a few hundred metres from its plant. At the moment staff is made up of 13 employees and includes a Manager, three office workers and nine highly-qualified operators.

BUSINESS ACTIVITIES

Zavi specialises in the Just-in-Time manufacturing of electric and electronic components for the industry's large corporations. Over the years, these corporations have increasingly demonstrated their appreciation of ZAVI S.r.l.'s high quality and flexibility. The Company's main products are:

- SOR and low voltage breakers
- UVR
- Auxiliary contacts
- Cable Assembly
- PCB Assembly
- Work carried out for customer technical specifications.

The Company's professionalism has continually encouraged the Management to direct its investments towards the purchase of technologically advanced equipment and machinery to guarantee excellent quality production.

COMPANY DETAILS

Name:	Zavi S.r.l.
Business structure:	Limited Liability Company
Share Capital:	€ 15,300.00
Headquarters:	Via degli Anziati, 12/14 - 03100 Frosinone (FR)
Manufacturing Location:	Via degli Anziati, 12/14 - 03100 Frosinone (FR)
Italian Business Register:	Frosinone Date: February 19, 1996
Tax Identification Number:	01928130606
Phone:	0775292636
Fax:	0775202959
E-mail address:	zavisrl@libero.it
Legal Representative::	Mr Alberto Emanuele

7. QUALITY AND ENVIRONMENTAL MANAGEMENT SYSTEM

Zavi has established, documented and maintains a QEMS to ensure that its products and services meet customer requirements and expectations as well as those of the relevant interested parties .

7.1 GENERAL REQUIREMENTS

In order to implement the QEMS Zavi has:

- Analysed the external and internal context
- Determined the environmental aspects;
- Identified and analysed the relevant interested parties' expectations;
- Developed risk analysis;
- Issued its *Quality and Environmental Policy (Annex 03)*;
- Identified responsibilities and roles in the *Organisational Chart (Annex 05) and Job Descriptions (Annex 06)*;
- Developed a QEM which contains the QEMS procedures:

Annex 01 - Detail of Procedures and Annex 06 - Correlation Matrix between Standard Requirements and the QEMS;

- Identified the processes necessary for the QEMS and established the sequence and interaction among the *Processes - Annex 02*;
- Determined criteria and methods necessary to ensure that processes are effective, *Detail of Procedures - Annex 01*;
- Implemented the QEMS, applying the documented procedures;
- Defined and documented how quality and environment requirements will be satisfied in accordance with reference standards;
- Set up a quality and environmental plan that meets the specific requirements of the QEMS;
- Identified the equipment and resources necessary;
- Recorded the information necessary to ensure QEMS operations;
- Assured the availability of information necessary to support action and monitor processes;
- Measured, monitored and analysed processes and implemented actions necessary to achieve planned results and continual improvement.

7.2 GENERAL REQUIREMENTS OF QEMS DOCUMENTATION

Zavi's QEMS documentation includes documents needed to ensure processes' effective working and control, such as:

- The QEM Manual and its annexes, *Detail of Procedures, Process Descriptions, Quality and Environmental Policy, Organisational Chart, Job Descriptions and Correlation Matrix* for reference standards and QEMS ;
- Risk Analysis and Context Analysis;
- Management Procedures (MP);
- Work Instructions (WI);

- Forms (in the annexed QP or WI code).

7.3 DOCUMENTATION MANAGEMENT

Zavi has determined Management Procedures and correlated Work Instructions, criteria for the QEMS's Documentation and the “Documented Information” necessary to achieve, maintain and improve quality as well as safeguard the Company's environment.

Documented information derives both from Company documents and those of external origin; these and data managed by Zavi are classified as follows:

Zavi's QEMS Documents include: the Quality and Environmental Policy, Quality and Environmental objectives, the Quality and Environmental Manual, Risk and Context Analysis, Environmental Analysis, Management/Work Procedures and **Forms**.

QEMS Documents of External Origin include: technical documentation related to Company operations, contracts and specifications provided by customers, ISO standards, industry regulations, qualifications and certifications for performance of special jobs;

The QMS documents are identified and managed according to *QP 06 “Documentation Management”*. This procedure also describes instructions for handling IT support documents and their back-up.

7.4 MANAGEMENT OF DOCUMENTED INFORMATION (RECORDS)

Among all the managed documents pertinent to the Quality Environmental System, the QR has identified, in compliance with ISO 9001:2015 and 14001:2015, documented information whose purpose is to demonstrate that the planned levels of quality and environmental safeguarding, have been achieved and that the QEMS implemented is effective.

These documents represent an important source of Company information, allowing it to verify that implemented operations comply with Policy.

The reference procedure is QP 05 “Documentation Management”.

7.5 ENVIRONMENTAL ASPECTS

Zavi has established and maintains a procedure to assure that the environmental aspects of its operations, products or services are identified and assessed. It further ensures that the procedure can control these aspects in order to identify those which have or may have a significant impact on the environment. The Company makes sure that the impacts are taken into account in determining its environmental objectives; it is also committed to updating this information continuously.

The referenced procedure is QP 21 “Identifying the environmental aspects”.

8. LEADERSHIP

Zavi's Management has developed a Quality and Environmental Policy, defined its objectives and general plans to be achieved based on this policy and is committed to maintaining and improving the QEMS through:

- adequacy of resources necessary for the development, maintenance and improvement of the QEMS;
- communication of the Quality and Environmental Policy and its objectives throughout the Company;
- adequate QEMS training for all staff;
- employee adherence to binding standards and to environmental safeguarding;
- employee awareness of customer requirements and environmental issues;
- monitoring levels of customer satisfaction;
- promoting process and risk-based thinking approach
- periodic reviews of the QEMS.

8.1 CUSTOMER FOCUS

Zavi is a customer-oriented company. As a result, the Company has activated a process whereby customer and consumer needs are determined through continual review. The process is based not only on tracking non-conformity, which involves the Company directly, but also on a documented monitoring throughout the business cycle and on a periodic measurement of customer satisfaction.

Collected documentation is subject to periodic review by the Management and by Function Supervisors.

8.2 QUALITY AND ENVIRONMENTAL POLICY

Management has defined the general principles which form the basis of the Quality and Environmental Policy (QM Annex 03). After having established specific objectives, every year the Management assesses the suitability of the Quality and Environmental Policy's contents to meet these objectives within the planned timeframe.

Quality and Environmental Policy and the objectives defined during Management Review, are the outcome of a careful and objective analysis of the internal context, of the results achieved and of future objectives, as well as of the external context and of customer requirements and those of relevant interested parties.

The Quality and Environmental Policy has been made official by the Management in Annex 03 and has been communicated and illustrated to all members of Zavi staff.

QEMR and all Function Supervisors are committed to communicating and making the Quality and Environmental Policy understood as clearly as possible throughout the Company.

8.3 ROLES, RESPONSIBILITIES AND AUTHORITIES

All of the processes affecting quality and environmental performance, are regulated by procedures that define responsibility for the process.

The Company structure is outlined in the *Organisational Chart* in *Annex 4*; responsibility, authority and job descriptions are defined for each department in *Annex 5 "Job Descriptions"*. Special attention is given to those departments which impact the quality of processes and products and environmental aspects.

Each FS has analysed, discussed and established individual responsibilities for each single job duty.

8.4 PLANNING

In the planning stages of its management system, the Company evaluated and considered risks by analysing the internal and external contexts as well as their impact on the relevant interested parties.

Ways of managing risk analysis and context analysis are contained in *QP 01 "Management's Responsibility"*.

8.5 QUALITY AND ENVIRONMENTAL OBJECTIVES

Objectives are defined yearly by the Management during the Management Review; they are quantified and measurable via specific "indicators", which allow us to verify the level achieved and to identify areas for improvement.

Objectives take into account Policy, Company needs, those of the market it operates in, or intends to operate in, and environmental aspects. They are defined for the entire Company organisation and assigned to those responsible for each work area.