



**MQ**  
Rev. "4"

SOLUTIONS FOR OIL&GAS, POWER AND PETROCHEMICAL INDUSTRY

# QUALITY MANUAL

**ISSUE: JULY 2011**



- checked copy
- non-checked copy

## ECISGROUP S.p.A.

### Administrative Headquarters:

Via Pavia, 21 - 20835 Muggiò (MB), Italy  
Tel. +39 039 2788.1 - Fax +39 039 2781353

### Registered Office:

Via Giulini, 12 - 22100 Como (CO), Italy  
Companies Reg. Office of Como N° 03046260133  
R.E.A. N°CO - 292997 - C.F. / P.I. 03046260133  
Share Capital Euro 1.000.000,00 i.v.

ECISGROUP S.p.A. 2008

All rights are reserved.

The total or partial reproduction is forbidden without written authorisation of the copyright owner.

4	15/07/2011	Ecisgroup S.p.A. offices updated in § 0	<i>OS</i> Quality Specialist	<i>R. S. M. A.</i> Quality Manager	<i>[Signature]</i> Amministratore Unico Sole Director
3	22/07/2010	Share Capital updated	QUALITY Manager	QUALITY Manager	M.R. Management Representative
2	15/04/2010	General Revision according to law 9001:2008	QUALITY Manager	QUALITY Manager	M.R. Management Representative
1	31/08/2009	Addition to § 7.3.1 Safety Integrity Level systems. Adjustment of Company Presentation. Updating of registered office and modified layout.	QHSE MANAGER	QHSE MANAGER	DIR
0	08/08/2008	First issue	QHSE MANAGER	QHSE MANAGER	DIR
REV.	DATE	DESCRIPTION	PREPARED	CHECKED	APPROVED

## INDEX

0	Introduction .....	4
1.	Target.....	7
1.1	Implementation of Quality Management System.....	7
2.	References.....	8
2.1	Prescriptive References .....	8
2.2	Law and technical references:.....	8
3.	Terms and definitions.....	9
4.	Company Quality Management System.....	9
4.1	General Requirements .....	9
4.2	Approach per process .....	9
4.3	Liability .....	10
4.4	Management per process.....	10
4.6	Documents control .....	12
4.7	Registrations control .....	13
5	Liability .....	13
5.1	Management comitment.....	13
5.2	Customer care.....	13
5.3	Quality Policy .....	13
5.4	Planning .....	13
5.4.1	Quality objectives .....	13
5.4.2	Planning of Quality Management System.....	14
5.5	Liability, authority and communication.....	14
5.5.1	Liability and authority.....	14
5.5.2	Management Representative .....	14
5.5.3	Internal communication .....	15
5.6	Review by Management.....	15
5.6.1	Introduction.....	15
5.6.2	Input data for Review .....	15
5.6.3	Output data from review .....	15
6	Human Resources Management .....	16
6.1	Availability of Human Resources.....	16
6.2	Human Resources .....	16
6.3	Infrastructures .....	17
6.4	Working environment .....	17
7	Product realisation .....	17
7.1	Supply planning.....	19
7.2	Processes relevant to Customer .....	20

7.3	Design and development.....	20
7.3.1	Planning of design and development .....	20
7.3.2	Design input data .....	21
7.3.3	Design output data .....	21
7.3.4	Design review.....	22
7.3.5	Design verification .....	22
7.3.6	Design validation .....	22
7.3.7	Management of changes.....	23
7.4	Procurement.....	23
7.4.1	Evaluation of suppliers .....	23
7.4.2	Procurement information .....	24
7.4.3	Verification of purchased product.....	25
7.5	Production and supply of services.....	25
7.5.1	Monitoring of production activities and supply of services.....	25
7.5.2	Validation of the processes for the production and supply of services .....	25
7.5.3	Identification and traceability .....	26
7.5.4	Customer's property .....	26
7.5.5	Management of Finished Products.....	27
7.6	Control of monitoring and measuring devices .....	27
8	Measurements, analyses, improvement.....	28
8.1	Introduction .....	28
8.2	Monitorings and measurements .....	28
8.2.1	Measuring and control of Customer satisfaction.....	30
8.2.2	Internal Audits .....	30
8.2.3	Processes monitoring and measuring .....	30
8.2.4	Product Monitoring and Measuring.....	31
8.3	Monitoring of non conforming products .....	31
8.4	Improvement objectives .....	31
8.4.1	Continuous improvement.....	32
8.5	Corrective and preventive actions.....	32
8.5.1	Corrective Actions .....	32
8.5.2	Preventive actions .....	33
	Attachments.....	33