

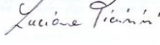
	PQO.07                      Page No :    1  Total pages:            8            Rev. Index:    2  Issued on:                13/05/2015	Written by the PURCHASING DEPT. MANAGER:  Verified by the GENERAL DIRECTOR:  Approved by the QUALITY ASSURANCE MANAGER: 
<b>PROCEDURE BY THE QUALITY ASSURANCE DEPT.</b>	<b>GENERAL CONDITIONS OF SUPPLY</b>	

## 1. INTRODUCTION

The supply conditions to the company Cattini S.r.l. are herewith specified with regard to the following aspects:

- Release of the necessary formal approval to start the supply relation,
- Purchasing orders from Cattini S.r.l.,
- Management of items that need supplementary processing, which are delivered from Cattini S.r.l. to the supplier,
- Checking and acceptance of incoming lots,
- Supplier evaluation,
- Specific requirements for some classes of products.

## 2. PRELIMINARY SUPPLIER EVALUATION

Our Buying Office carries out a preliminary supplier evaluation based on the following aspects:


- supplier's references, qualifications and certificates, the most important of these latter being the compliance of the company system with the ISO 9000 norms,
- data resulting from a questionnaire that company Cattini S.r.l. submits to its suppliers, either filled in by the supplier himself (auto-evaluation) or by one of our Quality Assurance employees at the supplier's premises.
- outcomes of the quality controls on the first samples.

This evaluation allows Cattini S.r.l. to decide whether a supplier is acceptable and can thus be added to our internal "List of Acceptable Suppliers".

Therefore, on request by Cattini S.r.l., the supplier must be available for the above mentioned evaluations and meetings, in order to assure the products' necessary compliance with the technical and quality requirements.

## 3. FIRST SAMPLE AND APPROVAL TO THE SUPPLY

Before the standard supply, our Buying Office might order a sampling of the future production in order to control it.

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Samples of the obtained items are essential to accept a new/modified equipment and can be requested for:

- new product (never produced by the supplier before),
- product under modification.

The sampling production must be made with exactly the same procedure and machineries involved in the future normal production. The same sampling will be examined by our internal Quality Control department and the outcomes can be:

- **approval**, with the subsequent beginning of the supply relation,
- **approval under reservation**, with the supply relation which starts only if the defects will be eliminated by the supplier. In order to assure that the corrections are made, our Quality Control will perform verifications on the first lot of standard supply.
- **refusal**, with the subsequent stop of the supply relation. A new sampling need to be prepared.

The samples must be delivered with documents proving the compliance of the products with the norms (Certificate of Conformity, Dimensional Surveys, Certificate of Chemical Composition of the involved raw materials).

#### 4. ITEMS WITH SUPPLEMENTARY PROCESSING


Items delivered by Cattini S.r.l. to the supplier for supplementary processes must be kept with care to avoid any damage or worsening.

Items lost, damaged or anyway not suitable for their purpose must be registered and notified to our Buying Office. According to the supplier's responsibility in the damage, our Buying Office will decide whether or not bearing him for the cost of it.

#### 5. PURCHASING ORDERS

The orders from our Buying Office usually contain the following information:

- a) Description of the good: this description corresponds to the one written on the document of reference (i.e. drawing, document of specifications, etc.)
- b) Identification code: the product is clearly defined in its features by this code.
- c) Quantity: Cattini S.r.l. will only accept the quantity written in the order. Each deviation from this quantity must be notified to Cattini S.r.l. before the delivery and approved by it.

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**d) Delivery date:** the supplier must respect the agreed date for the delivery, the only one exception being a delay due to a major force (i.e. not due to the supplier's will or behaviour, such as natural disasters, stops in the transport / shipping systems, strikes and so on). Together with delays, the supplier shall be obliged to avoid delivering before the agreed date, unless previously notified to Cattini S.r.l. and approved.

**e) Costs of the supply**

**f) Prescriptions:** Cattini S.r.l. might add some requirements or indications (e.g. request for a sampling, a specific control, a certificate of analysis, a compliance with technical rules or procedures and so on).

The order is automatically accepted if Cattini S.r.l. does not receive any communication against it within a certain time (previously agreed) from the supplier. In case of any problem in respecting the data of the order the supplier is obliged to notify it to our buying office as early as possible.

## 5.1 Shipping Documents

The supplies must be delivered together with the concerning shipping documents. The shipping bill must be filled with the following data:


- our product code,
- the product description,
- the number of the related order from Cattini S.r.l.
- the product quantity,
- no. of parcels,
- no. of lot and mould code where available.

This is necessary in order to identify the products and control their quantity.

## 6. DELIVERY'S ACCEPTANCE AND MANAGEMENT OF NON-CONFORMING SUPPLY

The checking on incoming goods is aimed at:

- certifying the correspondance among the delivery, the order (see point no. 4) and the delivery documents.

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- certifying the supply's compliance with the requirements coming from drawings, specifications, order and so on. In case of defective delivery due to the supplier and noticed either during the incoming controls, the production process or claimed by the customer, Cattini S.r.l. will:
  - operate a selection, reparations or further work on the product in order to avoid further waste. The costs of these operations must be born by the supplier after formal notification from Cattini S.r.l.
  - send the delivery back to the supplier, asking him to select, repair, substitute the whole supply or simply its defective goods or parts at his expenses.
  - send the delivery back to the supplier without any further request,
  - ask the supplier for reimbursement of damage claims that Cattini S.r.l. has had to pay to the customer and which origin is in the notification of defective goods after the sale.

## 7. QUALITY EVALUATION

As per the quality of the deliveries, the supplier is evaluated by reckoning an index which is calculated considering the whole number of lots delivered and the related number of claims for defective items from Cattini S.r.l. to the supplier. Therefore, he can be evaluated into four levels:

- VERY GOOD
- GOOD
- SUFFICIENT
- INSUFFICIENT


Cattini S.r.l. informs the insufficient suppliers about their condition and, in case they do not perform any action to improve this situation, or anyway they do not eventually manage to ameliorate it, Cattini S.r.l. might exclude them from the list of "Approved suppliers".

## 8. SPECIFIC REQUIREMENTS FOR SOME CLASSES OF PRODUCTS

The goods delivered to Cattini S.r.l. must satisfy the specifications and instructions given to the supplier in the formal request of supply. His responsibility will extend as far as he is concerned.

Moreover, the goods must comply with:

- Directive 2000/53/EC
- Regulation 1907/2006 REACH and CLP

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The supplier agrees to send, together with the goods, the updated safety sheets.

a) **RAW MATERIALS** (thermoplastics). For each supply, the supplier will be obliged to deliver these materials together with their certificate of compliance and their specifications. These latter's related range of compliance shall be written in the documents the supplier provides Cattini S.r.l. with – the only exceptions being the client's account of manufacture and/or sale on the materials and items assigned to the client's supply.

b) **SPECIFIC DRAWINGS AND TRADED PRODUCTS** (inserts, assembly components and so on). Cattini S.r.l. requires the SPC (Statistic Production Control) to be carried out on a number of pieces – the sample – decided according to the importance of the features to be checked (Critical, Important, Secondary) and to the quality of previous supplies from the same supplier.

1) **CRITICAL features**

- The first 5 supplies or the 5 after a Non Compliance (N.C.) are checked by our Quality Control dept. according to the UNI ISO 2859/1 norm. Testing level II, sampling plan ORDINARY SIMPLE – Number of Acceptance (N.A.) = 0, delivery accepted; Number of Refusal (N.R.) = 1, sample rejected.
- Standard deliveries are checked with the UNI ISO 2859/1 norm, testing level I, sampling plan ORDINARY SIMPLE – N.A. = 0, delivery accepted, N.R. = 1, delivery rejected.

2) **IMPORTANT OR SECONDARY features**


- The first 5 supplies or the 5 after an N.C. are checked by our Quality Control dept. according to the UNI ISO 2859/1 norm. Testing level II, sampling plan ORDINARY SIMPLE – N.A. = 0, delivery accepted; N.R. = 1, sample rejected.
- Standard deliveries: 20 pcs. are checked for each lot. N.A. = 0, N.R. = 1.

**ASSEMBLED PRODUCTS** are checked in the same way as critical features.

Traded components such as screws, nuts, rubbers and so on are checked by controlling one piece only for each lot of delivery. This piece is visually and dimensionally measured according to the product's type and the technical requirements.

Lots where the non compliance is higher than the one above specified for each case will be handled as written in § 6 of this "General Condition of Supply".

The goods will have to be supplied together with documents certifying their accordance with the requirements (Certificate of Conformity, Dimensional Surveys, Certificate of Chemical Composition of the involved raw materials).

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c) TOOLING. The ordered tools must be produced according to the specifications and instructions of the drawings and documents given by Cattini S.r.l. to the supplier. As in § 3, Cattini S.r.l. accepts a tool only after having controlled a sampling produced with that tool in standard production conditions.

## 9. PACKAGING, IDENTIFICATION AND COMPONENTS' ORIGIN

Goods must be delivered free house to Cattini S.r.l. by using our containers or anyway such ones which guarantee that any damages to the goods will be avoided.

The supplier must always indicate on the containers:


- description of the goods,
- Cattini's drawing/code,
- quantity.

In case of account of manufacture and anyway on request by Cattini S.r.l. the supplier is obliged to specify the lot of production contained in the package, as communicated by our Purchasing Department.

## 10. PRODUCT'S GUARANTEE AND RESPONSIBILITY

The supplier is held responsible according to the law and the contract in case of non-compliance, defects or non-functioning of products and/or bad working made on them. This responsibility is still effective even though the supplies, samples or sampling have been accepted or the related invoices have been paid.

Cattini S.r.l. can execute this right even when the non-compliance or defects have been noticed after starting to use the goods, but not later than 12 months after the delivery. This is valid even though Cattini S.r.l. did not perform or planned any controls or even though the supplier has been named as responsible for the controls from our Quality Assurance dept. The supplier shall be obliged to reimburse Cattini S.r.l. for non-complying or defective supplies together with the costs for shipping the goods back.

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## 11. PRICES AND PAYMENT MODALITY

The prices written on the order must be considered invariable. They can be changed with previous agreement with Cattini S.r.l. only. In case of any agreed change, Cattini S.r.l. will release a new order.

Cattini S.r.l. will pay the price in the way and according to the timing previously agreed with the supplier. The invoices' expiration date is calculated from either the day of delivery of the goods to Cattini S.r.l. or the day on which our company picks up the goods from the supplier's place.

## 12. TOOLING AND DRAWINGS


All the drawings, equipment and tools (callipers, moulds, models, samples, specific equipment and control equipment) that Cattini S.r.l. has ordered to the supplier or provided him with must be considered as an exclusive property of Cattini S.r.l. Therefore, the supplier shall be held responsible of their eventual loss, destruction or damage.

With reference to the above mentioned equipments, the supplier must:

- a) register and mark them as property of Cattini S.r.l.
- b) keep and use them with care, on top of carrying out their ordinary maintenance at his expenses.
- c) do not bring them out of his company, unless previously agreed with Cattini S.r.l.
- d) do not give or sell them to a third party at any title, do not give this material as a guarantee to a third party.
- e) do not use them or allow their usage out of their purpose, i.e. to satisfy the request from Cattini S.r.l.

## 13. TECHNICAL INFORMATION – NON DISCLOSURE AGREEMENT

All the technical information (i.e. each kind of technical or technological information and the related drawings) given by Cattini S.r.l. to the supplier must be considered as an exclusive property of Cattini S.r.l.. Consequently, they shall only be used in order to satisfy what Cattini S.r.l. requested. The supplier shall also be obliged to avoid transmitting any of this information to third parties even after the end of the business relationship with Cattini S.r.l.

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#### **14. CANCELLATION OF THE ORDER**

Should the supplier violate these present conditions of supply, especially with reference to shipping delays (not due to major forces) and defective items or supplier's performances, Cattini S.r.l. can cancel the order immediately, fully legitimated by the article 1456 C.C., the only obligation being the duty of a written communication to the supplier.

#### **15. LAW AND COURT**

Our legal relations with the supplier are governed by the Italian law. The Court of Reggio Emilia shall be considered in case of dispute between Cattini S.r.l. and the supplier.



## **ENVIRONMENTAL COMMITMENTS**

Cattini's management hereby informs all informs all suppliers of the principles inspiring the company activities and processes, in order to request their cooperation and participation.

Cattini S.r.l. has implemented a voluntary Environmental Management System, certified according to the norm UNI EN ISO 14001, to be in a position to plan, control, manage and improve the environmental impacts arising from its production activity.

Such impacts include those related to the suppliers' activities (indirect impacts).

Cattini wants to keep the indirect impacts under control, by accepting among its suppliers only those companies that are able to cooperate and share the environmental protection commitments that have been undertaken.

Suppliers are specifically required to be aware of:

- the importance of complying to CATTINI'S POLICY and to environmental requirements that could be specifically indicated as necessary, fully accepting the relevant guiding principles.
- significant, actual or potential, environmental impacts associated with their activities and benefits to the environment due to the improvement of their performances.
- the need to work hard to properly manage and minimize their environmental impacts.
- the environmental consequences of potential misconduct.

Cattini also hopes that all its suppliers commit to keeping up with environmental legislation applicable.

Compliance with the above will be subject to periodical evaluation, in order to verify whether suppliers are suitable.

## QUALITA'

L'attività produttiva della Cattini S.r.l. consiste nella costruzione di stampi e lo stampaggio di termoplastici a iniezione, le aspettative dei clienti, riguardo alla qualità del prodotto acquistato e l'efficienza del servizio, richiedono che l'azienda si prefigga come principali obiettivi:

- **Il continuo miglioramento dei processi di fabbricazione e di controllo;**
- **La soddisfazione del cliente.**

Le condizioni che permettono di soddisfare il cliente possono essere così riassunte:

- conformità dei prodotti ai requisiti assegnati,
- puntualità nelle consegne,
- prezzi di vendita (e quindi costi di produzione) competitivi.

Per raggiungere gli obiettivi indicati è necessario svolgere le attività aziendali tramite procedimenti documentati, con l'impegno di tutti i dipendenti.

Come riferimento per il sistema di gestione per la Qualità è stata scelta la norma **UNI EN ISO 9001**, e in conformità ad essa l'azienda deve:

- Definire i processi che influenzano la Qualità e mantenerli sotto controllo tramite la creazione d'appositi documenti;
- Addestrare il personale in relazione alle necessità individuate;
- Rendere disponibili le risorse necessarie per raggiungere gli obiettivi prefissati e l'addestramento correlato del personale;
- Attuare e documentare i procedimenti stabiliti;
- Monitorare e migliorare continuamente i processi aziendali, al fine d'aumentare la soddisfazione del cliente.

Al Responsabile Assicurazione Qualità viene conferito l'incarico di mantenere il sistema di gestione per la Qualità conforme alla norma di riferimento e di comunicare alla Direzione l'esistenza di problemi non direttamente risolvibili.

E' compito del Direttore Generale definire gli specifici obiettivi aziendali, fornire le risorse per il loro conseguimento e riesaminare

## QUALITY

Cattini S.r.l.'s activities are the manufacturing of moulds and the injection moulding of thermoplastics. As to product quality and service efficiency, the expectations of Cattini's customers have pushed the company to set the following main goals:

- **continuous improvement of the manufacturing and control processes;**
- **customer satisfaction.**

We can summarize the conditions that guarantee customer satisfaction as follows:

- products conforming to the assigned requirements;
- on time deliveries;
- competitive sales prices (and thus production costs).

To achieve the stated goals, it is necessary to carry out the company activities using documented procedures, with the commitment of all employees.

We have chosen the norm **UNI EN ISO 9001** as the reference norm for the Quality Management System. To comply with it, the company must:

- define the processes that affect quality and monitor them by creating specific documents;
- train the employees properly for the identified needs;
- make available those resources needed to achieve the fixed goals and train the employees consequently;
- carry out and report the defined procedures;
- monitor and constantly improve its processes, in order to increase customer satisfaction.

The Quality Assurance Manager (RAQ) is in charge of keeping the Quality Management System compliant with the reference norm and of reporting to the Direction those problems that he cannot solve directly.

It is a duty of the General Director to define specific company goals, to make the resources needed for their achievement available and to review the effectiveness of the Quality, Environmental and Safety Management System



periodicamente l'efficacia del Sistema di Gestione per la Qualità, l'Ambiente e la Sicurezza, richiedendo a tutto il personale di prestare l'adeguato supporto e dimostrare partecipazione all'attuazione della politica qui dichiarata, in relazione alle rispettive autorità e responsabilità di funzione.

periodically. He can ask the employees to provide adequate support and participation in the implementation of the Policy herein, in relation to their role and responsibilities.

## **AMBIENTE**

La Cattini S.r.l. riconosce che la tutela dell'ambiente sia un valore fondamentale per garantire la **sostenibilità aziendale**, pertanto, in ottica d'analisi dei rischi e delle opportunità deve:

- Attuare azioni che promuovano la **protezione dell'ambiente**;
- Attuare azioni di **prevenzione dell'inquinamento**;
- Garantire la **soddisfazione degli obblighi di conformità**;
- Destinare risorse appropriate per realizzare la Politica Ambientale;
- Garantire un'adeguata formazione sulle tematiche di tutela ambientale coinvolgendo indistintamente tutti i livelli aziendali;
- Assicurare che le Procedure del Sistema di Gestione Ambientale siano state comprese, implementate e mantenute da tutti i livelli aziendali;
- Accertare che tutto il Personale possieda le competenze per svolgere le proprie mansioni nel rispetto dei requisiti della presente Politica.

il Direttore Generale ha l'incarico di fissare e comunicare a tutto il Personale gli specifici obiettivi/indicatori ambientali e verificare il loro conseguimento.

In ottica di miglioramento continuo delle **prestazioni ambientali**, l'azienda deve:

- Soddisfare gli obblighi di conformità;
- Ridurre o almeno mantenere (non peggiorare) i consumi energetici e delle risorse naturali (carburante automezzi aziendali, gas metano, acqua, energia elettrica);
- Contenere l'incidenza dello scarto di materia prima polimerica;
- Monitorare il livello d'inquinamento

## **ENVIRONMENT**

Cattini S.r.l. acknowledges that the environment protection is a fundamental value to guarantee the **company sustainability**. For this reason, in the intent of analyzing risks and opportunities, we must:

- implement actions promoting **environmental protection**;
- implement actions to **prevent pollution**;
- guarantee the **satisfaction of the compliance obligations**;
- allocate the appropriate resources for implementing the Environmental Policy;
- guarantee a proper training on the issues of environmental protection at all company levels;
- ensure that the procedures of the Environmental Management System are understood, implemented and followed at all company levels;
- check that all employees have the proper skills to carry out their duties in compliance with the requirements of this Policy.

The General Director is in charge of defining specific environmental goals/indicators, communicating them to all employees and verifying their satisfaction.

With a view to continuously improving its **environmental performance**, the company must:

- satisfy the compliance obligations;
- reduce or at least not increase the use of energy and natural resources (fuel for company vehicles, methane gas, water, electricity);
- restraint the impact of the discarded raw material (polymers);
- control the particle pollution, which is related to the presence of asbestos-cement roofing;
- monitor and solve the non-conformities of



particellare connesso alla presenza di coperture in cemento-amianto;

- Monitorare e risolvere le Non Conformità del Sistema di Gestione Ambientale e quelle sugli aspetti di tutela ambientale.

Come riferimento per il Sistema di Gestione Ambientale è stata scelta la norma **UNI EN ISO 14001**, a tal proposito la Direzione si impegna ad aggiornare periodicamente la Politica per la Qualità, l'Ambiente e la Sicurezza (**mantenuta come informazione interna documentata, comunicata e disponibile alle parti interessate**) e il Sistema di Gestione Qualità, Ambiente e Sicurezza, per mantenerlo costantemente appropriato alla realtà aziendale, in relazione all'evoluzione degli impatti ambientali.

## **SICUREZZA**

In ottica di **prevenzione e protezione della salute e sicurezza dei lavoratori**, gli sforzi vengono orientati sulle seguenti direttive:

- Ridurre i rischi tramite l'adozione di opportune misure gestionali e operative;
- Accertare che tutto il Personale possieda le competenze per lo svolgimento in sicurezza delle proprie mansioni;
- Garantire un'adeguata formazione/informazione del Personale sui rischi connessi all'attività svolta, e le misure da adottate per la prevenzione e la protezione da qualsiasi rischio;
- Rendere consapevoli i lavoratori del ruolo centrale rappresentato da loro stessi nella segnalazione delle potenziali situazioni di pericolo.

Cattini S.r.l. rende pubblica e disponibile la presente Politica per la Qualità, Sicurezza e Ambiente a tutto il personale, a tutti i clienti, a tutti i fornitori, alle Autorità ed alle parti interessate che ne faranno richiesta.

the Environmental Management System and those related to the environmental protection.

We have chosen the norm **UNI EN ISO 14001** as the reference norm for the Environmental Management System. In this respect, the Direction is committed to keeping the Quality, Environmental and Safety Policy constantly updated (**kept as internal information, documented, communicated and available to the involved parts**), as well as the Quality, Environmental and Safety Management System, so that it is always consistent with the company situation, in connection with the evolution of the environmental impacts.

## **SAFETY**

In the intent of **preventing and protecting the employees' health and safety**, the efforts are focused on the following directives:

- reduce the risks, through the adoption of appropriate management and operational measures;
- check that all employees have the proper skills to carry out their duties in a safe manner;
- guarantee a proper training/information to the employees on the risks related to their duties and the measures taken for prevention and protection from any risk;
- raise awareness among the employees of their central role in reporting potentially dangerous situations.

Cattini S.r.l. makes this Quality, Safety and Environmental Policy public and available to all employees, customers, suppliers, authorities and other interested parties who may request it.

**DATA/DATE: 01/04/2017**

Direttore Generale/General Director

