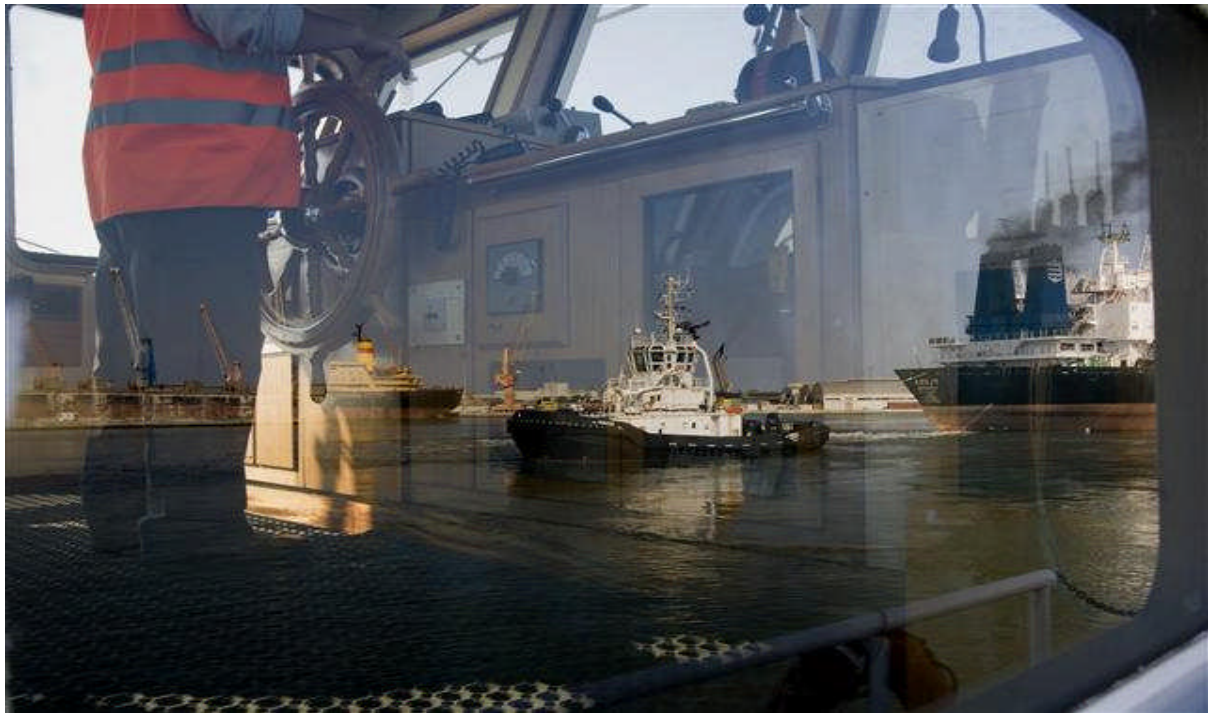




GESMAR
GROUP

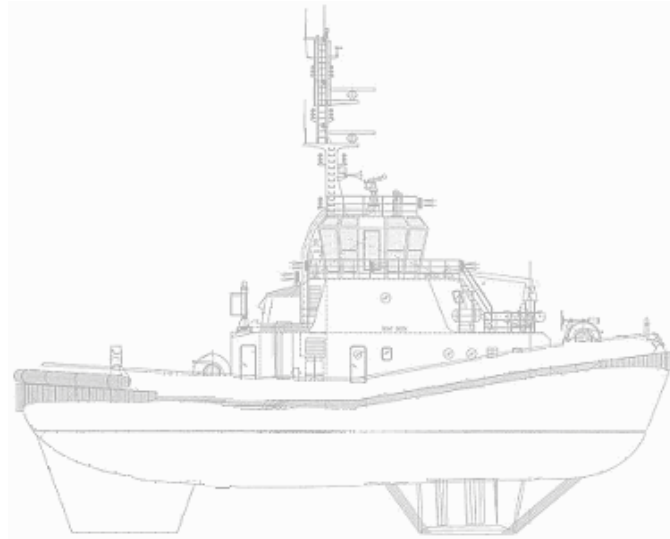
INTEGRATED QUALITY, ENVIRONMENTAL AND SAFETY MANAGEMENT SYSTEM MANUAL



Copy n.	1
Delivered to	Dott. Riccardo Vitiello
Company	GESMAR Group
Delivery date	16.12.2009

Rev. N.	Rev. Date	Reason	Verification (IMSM)	Approval (Management)
00	01.07.08	New issue for integration with safety, and for Gesmar Group		

01	06.03.09	ISO 9001: 08 Update		
02	28.07.09	Addition of company S. T. E. R. S. Srl		
03	03.08.09	OHSAS 18001:07 Integration		
04	16.12.09	Safety System Integration		
05	12.01.11	Revision Sections 0,1.1,2		



CONTENTS

SECTION 0	INTRODUCTION	5
0.1	GESMAR GROUP PRESENTATION	5
SECTION 1	PURPOSE AND SCOPE OF APPLICATION	9
1.1	SCOPE OF APPLICATION	10
SECTION 2	REGULATORY REFERENCES	11
SECTION 3	TERMS AND DEFINITIONS	11
SECTION 4	INTEGRATED SYSTEM	14
4.1	GENERAL REQUIREMENTS	14
4.2	DOCUMENT REQUIREMENTS	16
SECTION 5	MANAGEMENT RESPONSIBILITY	17
5.1	MANAGEMENT COMMITMENT	17
5.2	CUSTOMER FOCUS	18
5.3	POLICY	18
5.4	PLANNING	20
5.4.1	OBJECTIVES	20
5.4.2	INTEGRATED SYSTEM PLANNING	20
5.4.2.1	Planning for identifying hazards, and for evaluating and controlling risks.	21
5.5	RESPONSIBILITY, AUTHORITY AND COMMUNICATION	22
5.5.1	RESPONSIBILITY AND AUTHORITY	22
5.5.2	MANAGEMENT REPRESENTATIVE	22
5.5.3	INTERNAL AND EXTERNAL COMMUNICATION, PARTICIPATION AND CONSULTATION	22
5.6	MANAGEMENT REVIEW	23
5.6.1	OVERVIEW	23
5.6.2	INPUTS TO THE REVIEW	24
5.6.3	RESULTS OF THE REVIEW	24
SECTION 6	MANAGEMENT OF RESOURCES	24
6.1	PROVISION OF RESOURCES	24
6.2	HUMAN RESOURCES	25
6.2.1	OVERVIEW	25
6.2.2	COMPETENCE, AWARENESS AND TRAINING	25
6.3	INFRASTRUCTURE	26
6.4	WORK ENVIRONMENT	26
SECTION 7	PRODUCT REALIZATION	27
7.1	PROCESS PLANNING	27
7.2	CUSTOMER RELATED PROCESSES	27
7.2.1	DETERMINATION OF REQUIREMENTS RELATING TO THE SERVICE	27
7.2.2	REVIEW OF REQUIREMENTS RELATING TO THE PRODUCT	28
7.2.3	COMMUNICATION WITH THE CUSTOMER	28
7.3	DESIGN AND DEVELOPMENT	28
7.3.1	PLANNING OF SERVICE DESIGN	29
7.3.2	INPUTS TO SERVICE DESIGN AND DEVELOPMENT	29
7.3.3	OUTPUTS OF SERVICE DESIGN AND DEVELOPMENT	29
7.3.4	REVIEW OF SERVICE DESIGN AND DEVELOPMENT	29
7.3.5	VERIFICATION OF SERVICE DESIGN AND DEVELOPMENT	29
7.3.6	VALIDATION OF SERVICE DESIGN AND DEVELOPMENT	30
7.3.7	DESIGN AND DEVELOPMENT CHANGE MANAGEMENT	30
7.4	PURCHASING	30
7.4.1	PURCHASING PROCESS	30
7.4.2	PURCHASING INFORMATION	30
7.4.3	VERIFICATION OF PURCHASED PRODUCTS	31
7.5	PRODUCT REALIZATION	31
7.5.1	CONTROL OF PRODUCTION ACTIVITIES	31
7.5.2	PROCESS VALIDATION	32
7.5.3	IDENTIFICATION AND TRACEABILITY	32

7.5.4	CUSTOMER PROPERTY	32
7.6	CONTROL OF MONITORING AND MEASURING EQUIPMENT	32
SECTION 8 MEASUREMENT, ANALYSIS AND IMPROVEMENT		32
8.1	OVERVIEW	32
8.2	MONITORING AND MEASUREMENT	33
8.2.1	CUSTOMER SATISFACTION	33
8.2.2	AUDITS	33
8.2.3	MONITORING AND MEASUREMENT OF PROCESSES	34
8.2.4	MONITORING AND MEASUREMENT OF PRODUCTS	34
8.3	CONTROL OF NONCONFORMITIES AND EMERGENCY RESPONSE	34
8.4	ANALYSIS OF DATA	36
8.5	IMPROVEMENT	37
8.5.1	CONTINUAL IMPROVEMENT	37
8.5.2	CORRECTIVE ACTION	37
8.5.3	PREVENTIVE ACTION	37

