

Quality-, environmental-, work and health management manual




This management manual gives a general overview of the Management Systems at
AGRU Kunststofftechnik GmbH (plant I to V in Bad Hall) [and their daughter companies](#) (called **AGRU** in the following)
installed quality management acc. to ISO 9001:2015, environmental management acc. to ISO 14001:2015 [and work and health management acc. to ISO 45001:2018](#).

This management manual is the literary property of **AGRU**.
It may not be misused.



ISO 9001:2015 No.00618/1
ISO 14001:2015 No.02740/0
ISO 45001:2018 No.00171/1

AGRU Kunststofftechnik GmbH
Ing.-Pesendorfer-Str. 31
A - 4540 Bad Hall

 +43 (0) 7258 790
 +43 (0) 7258 2850
 office@agru.at



Quality-, environmental-, work and health management manual

FORWORD

You have received a copy of the management manual of **AGRU**.

It should make you familiar with the most important basic principles of our quality-, environmental-, **work- and health** management system and our basic attitude on quality, process orientation, customer orientation and the obligation for continuous improvement.

By the certification of our management system according to ISO 9001, ISO 14001 and ISO 45001 we also would like to prove that the recognized quality of our products is not happening by chance, but results from systematic, planned and documented procedures.

The management manual and the appropriate documentation are structured according to the ISO 9001, ISO 14001 and ISO 45001 standard. The sense and purpose of this quality-, environmental-, **work- and health** management manual is to give the customers, suppliers and employees an overview of the structure of the management systems.

They should get an insight of how **AGRU** operates with the quality-, environmental-, **work- and health** management system and which methods are being used for the maintenance, the further development and the continuous improvement of the system.

But the measures and determinations in this management manual only ensure the basis for products of perfect quality.

The determinations in this management manual as well as all valid regulations and quality-, environmental-, **work- and health documents are binding for all employees of the company.**

The mutual efforts of all employees, partners, suppliers and customers are also needed in future, in order to be able to analyse arising problems, to find solutions and to ensure a continuous improvement of the performance in of all ranges.

We invite you to join this partnership with us.

Quality-, environmental-, work and health management manual

MODEL

Our position on the market

AGRU is a leading plastic processing company. Mainly with the products from our place of production in Austria we want to offer our worldwide customers a market oriented service package.

We want to develop our position on the world market through reliable activity rather obtain, as well as obtain keep our independence as a family business.

Respect and trustful handling with our partners, customers and suppliers are the basis for a long good cooperation.

Product policy

We offer our customers high quality plastic pipe systems as well as semi-finished products for the equipment and plant construction, manufactured from environmental friendly materials as polyolefine and fluoropolymers.

We want to have the ability with modern machines and newest technology to offer competitive products, as well in qualitative as in price aspect to have a long and independent existence on the market.

Quality

For AGRU a provision of an excellent service for customers is our number one priority.

That means trustiness, promptness as well as flexibility at special requests.

Quality is the main focus of the AGRU quality strategy and is an lived element of our corporate structure.

Quality police

We consider ourselves as THE manufacturer of high-quality systems in our product range and distinguish from the competitors as follows.

Quality leadership

realized by:

- ⇒ high-quality products, which can fulfil more than the standard requirements

- ⇒ innovative products

- ⇒ customer-specific solutions

- ⇒ service and consultancy of customers

Economical manufacturing

A sustainable economic production should be the basis for medium and long term financial resources for the continuous development of our worldwide activities. Particularly in the front is the optimised resource application - on the one hand for reasons of economy rather also for the provided activity to produce as possible environmental friendly. Small failure, scrap rates and claim rates are declared goals in our company policy.

Environmental policy

We are aware of our responsibility compared with the environment and know that we often carry out interventions in the environment with our economic action and innovative shapes. We confess as an economic enterprise to our special responsibility and want to fulfil our contribution to the preservation of very close to nature conditions.

Within our added value processes we fulfil not only the juridical demands, but exceed this in many areas already today. In addition, we have undertaken voluntarily to keep to a lasting enterprise guidance.

The support of the environment-conscious being is looked with all employees and female employees as a central setting of tasks. In particular the executives are urged to speed up this within the enterprise and your departments

Work- and healt policy

We commit ourselves to comply with this **occupational health and safety policy** through lawful, preventive action and by minimizing the risk to people, products and equipment.

Quality-, environmental-, work and health management manual

Our partner of interests

Employees

We see our employees as important partners. The handling with our employees points through a fair cooperation and remuneration policy. Through a continuous training program the abilities of the employees should be optimal advanced. The own responsibility of every individual employees should be increased. The health of our employees should be optimized by special programs.

Customer's

Our activities are based on the customer's satisfaction. We see us as a reliable partner for our customers. Our services and products are focused on the demands from our customers and therefore permanently improved and developed.

Suppliers

We see our suppliers as business partners, with whom we aim a long-time co-operation.

We offer and expect:

- ⇒ competence
- ⇒ technical support
- ⇒ fair economic general conditions

Ambience

- ⇒ Our business activities are not subject to any political, religious and ideological limits.
- ⇒ We are aware of the responsibility as the largest employer in town.
- ⇒ We support local relief organizations.
- ⇒ We keep correct and consensus-orientated contact company with authorities and offices.

Legal topics

- ⇒ Labor Protection Law
- ⇒ General Data Protection Regulation
- ⇒ trade regulations §82b

This model is not to be seen as final.

Depending on the environment and the development of the company it has to be regularly checked and revised if necessary.

Quality-, environmental-, work and health management manual

HISTORY

AGRU is a powerful Austrian enterprise with world-wide activities regarding the manufacture and sale of high-quality plastic products for high-grade piping and apparatus engineering, the environmental technology and building engineering.

The family-owned company is managed by the owner Mr. Mag. Alois Gruber. It is a matter of the quality of the products, service and process in particular concern.



An export rate of approx. 90 % documents the internationally orientated sales policy and makes innovative products from Upper Austria to a world-wide idea.

AGRU products are successfully used in many different industrial ranges and are often used in especially critical applications.

The success of the company is based upon the personality, the vision and the energy of the founder of the company, Mr. Alois Gruber Sr., who set himself up in business with a locksmith's shop and an anodising plant in the year 1948.

Whilst the locksmith trade has been closed in the fifties, the anodising range has been extended by a powder coating and a wet varnishing plant.

AGRU Oberflächentechnik GmbH now operates this business area.

Mr. Alois Gruber Sr. has laid the actual foundation stone for our today's position in the market of plastics technology in the year 1961 with the decision to start the production of plastic pipes.

In the following years this range has been continuously extended - at first with the manufacturing of polypropylene and polyethylene pipes, later also with the manufacturing of sheets, round bars and welding rods out of plastics.

The first injection moulds for the manufacture of fittings for the piping sector were put in operation in 1966.

Since that time **AGRU** has concentrated on the further extension and optimisation of its plastics production program.

Quality-, environmental-, work and health management manual

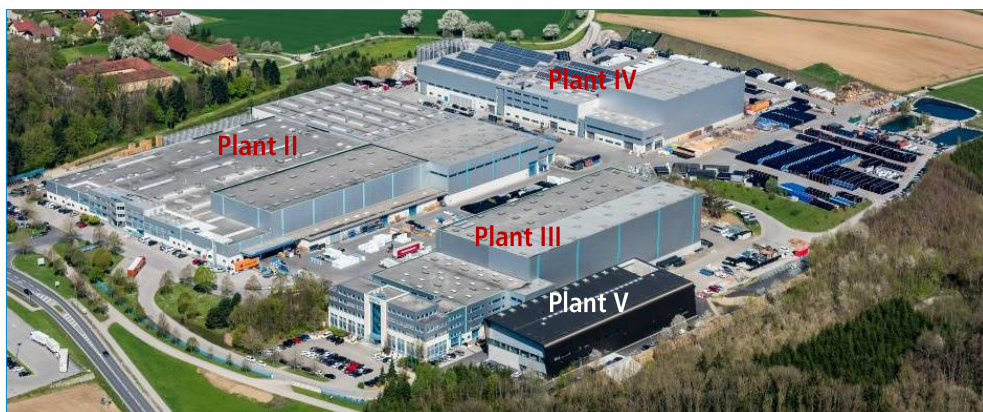
Today **AGRU** employs about 750 staff members at the plant in Bad Hall and about 150 staff members at the plant in Grünburg and has production plants in the USA Georgetown & Reno (liners), further Andrews (fittings) und Charleston (pipes), Germany (pipes) and India (pipes) in the course of joint ventures.

In **Plant I** (injection moulding) the worldwide the biggest form parts (Ø 630 mm with a piece weight from 90 kg) produced.



Plant II comprises all extrusion ranges (pipes, sheets, rods, large diameter E-coupler) as well as the production of pressed sheets, a high bay, the complete power and water supply and the management.

The office building in **Plant III** accommodates the Research & Development, Distribution, Sales, Application Engineering and the Welding Department as well as the Sales Executive Department, a high bay store for pallets (55.000 pallet places) and training rooms.



The production of liners and large segmented fittings is placed in **Plant IV** since 2011.
The production of PVDF and ECTFE high purity pipes and fittings is placed in **Plant V** since 2016.

MARKETS

There are no geographical limits set for our sales efforts.

AGRU products are sold through local distribution partners in more than 100 countries worldwide. A major part of our products is delivered to countries in the European Community (approx. 60 %).

About a quarter of the turnover is made overseas, especially in the range of PVDF piping systems and PE liners.

Our main customers are gas and water supplying companies, waste disposal companies and companies in the chemical industry.

Due to our worldwide cooperation certain regional markets are served directly by subsidiary companies.

We don't see our customers only as buyers, we also try to offer them the best possible benefits due to our experience, dynamics and variety. Above all we cooperate with those companies who have the same targets as AGRU.

Quality-, environmental-, work and health management manual

PRODUCTION SITES

Beside the main plant in Bad Hall, AGRU has a production plant in Georgetown/USA, Andrews/USA, Reno/USA, Taicang/China and in addition joint-ventures with production plants in Germany and [Poland](#).

Georgetown, South Carolina/USA



Nevada, Reno/USA



Charleston, South Carolina/USA



Andrews, South Carolina/USA - Werk I

Andrews, South Carolina/USA - Werk II

Taicang/China



QM/UM/AS-GS-System

The structuring of the management manual is in accordance with the standard ISO 9001:2015, 14001:2015 and also [ISO 45001:2018](#). The processes included in the AGRU system are listed below.

1 Exceldet processes

A specification about outsourced processes is not necessary, because no processes are outsourced. If any process will be outsourced in future, corresponding instructions will be issued.

2 Management Manual

The bases of the quality-, environmental-, [work- and health](#) management system is described in management manual (M-manual) in hand.

The organisation and structure of the M-manual corresponds to the standard ISO 9001, ISO 14001 and [ISO 45001](#).

Therein the policy, the quality objectives, the persons responsible for the processes, etc. are determined.

This management manual does not include any specific know-how and therefore can be made available to all customers (download from the internet).

But it gives information about the understanding, the use and the realization of the ISO 9001, ISO 14001 and [ISO 45001](#).

These are in detail:

- ⇒ Quality, environmental and work and health policy
- ⇒ Quality and environmental objectives
- ⇒ Documented processes
- ⇒ Control and recording of documents

Quality-, environmental-, work and health management manual

3 Scope

The quality, environmental, work and health management system is valid for the total AGRU Kunststofftechnik GmbH in Bad Hall, as well as Charleston and Andrews in South Carolina USA.

4 Context of the organisation (QMPA 4.1)

This process describes how the organization handles internal and external issues and determines which are important for the strategic direction.

It can be determined and evaluated using external, internal and image threatening issues.

Also interested parties are identified and have influence onto the management systems.

Interested parties can be:

- ⇒ Owners
- ⇒ Employee
- ⇒ Raw material supplier
- ⇒ Customer
- ⇒ Public authorities

5 Responsibility of the management

5.1 Commitment of the management (QMPA 5.1)

In this process instruction it is determined how the executive management is following the commitment with regard to the development and realization of the quality-, environmental-, **work- and health** management and concluding from this is adopting and maintaining a process-orientated quality management system, is feeling bound to the permanent improvement and is aiming at the increase of the satisfaction of the customers.

With the decision to introduce a certified environmental management system, a further step in the direction of management is set total.

The **determinations** in the specific process instructions, working instructions, test plans, factory specifications, safety regulations, organization manual and staff manual are binding for all staff members.

The **executive management commits himself** to make a **management review** at least once a year in order to check the effectiveness of the management system.

6 Quality-, environmental, work- and health policy

6.1 Quality police (QMPA 5.2)

The management is responsible for the quality policy of the company.

The **adequacy** of the quality policy can be retraced from the history.

As **policy** we also understand the **common preparation** of new and further developments with our **customers and suppliers**.

Also especially with regard to the **sub-suppliers**, especially raw material suppliers resp. suppliers, who manufacture products, which are entered into the product directly, it is important that these are also **integrated in AGRU's quality policy** and are accepting the requirements of the AGRU quality philosophy.

We turn our special attention on the conformance to requirements resulting from standards, technical regulations and product specific approvals (e.g. clause 4.3.3/PCP).

The general **determinations** of the quality objectives are described in the model.

6.2 Environmental policy (QMPA 5.3.1)

We are aware of our responsibility towards the environment and know that we often do with our economic action and innovative figures interventions in the environment. We are committed as a business enterprise to our special responsibility and want to fulfill our contribution to the preservation of semi-natural conditions as possible. Within our value creation processes, we not only meet the legal requirements, but exceed them in many areas today. In addition, we have voluntarily committed to respect a sustainable corporate management. The general **determinations** of the quality objectives are described in the model section 02.

The **established quality and environmental policy** is reviewed **regularly up to date** and adapted to the market conditions and customer requirements.

6.3 Occupational health policy (QMPA 5.2.2)

We strive for continuous improvement in safety and health. For this purpose, we systematically assess the dangers of the work, evaluate the risk and take precautionary safety measures in line with the state of the art in order to minimize the existing risk.

Prepared by:	Großbauer, K. / Narbeshuber, T.	Checked by:	Narbeshuber, T.	Released by:	Gruber, Mag. Alois
Rev.:	006	Dokumenten - ID	439	Date of issue:	06.05.2019

Quality-, environmental-, work and health management manual

Effective security management requires communication, coordination and control, which is actively practiced at AGRU. We actively involve our interested parties and our environment in our security activities and constantly raise awareness of safety and health.

We commit ourselves to comply with this **occupational health and safety policy** through lawful, preventive action and by minimizing the risk to people, products and equipment.

7 Responsibility and authority (QMPA 5.5.1)

The executive management is completely responsible for the company.

The responsibilities and authorities are on the one hand stated in the organization manual with the organization chart and the job descriptions, on the other hand in the QM-plan and the process descriptions.

The staff manual gives also information about the relation of the responsibilities and authorities.

The shareholder meeting res. the General Management chooses the representative of the executive management from their membership who is completely responsible for all quality issues resp. the QM/UM system.

8 Planning of the quality-and environmental management system (QMPA 6)

This process instruction provides an information about the quality management which is structured according to ISO 9001. The main objectives are customer orientation, process orientation and the obligation for a continuous improvement in terms of quality and environment. The quality management implemented at AGRU is documentary divided into the following groups.

The manager of the quality management has the responsibility and authority to establish the processes required for the management system, to realize, maintain and forward information about the results of the management system and the continuous improvement to the General Management and also to ensure the support of the awareness with regard to the customer satisfaction.

In the **process instructions** (QMPA) the essential **cross-cutting processes** are presented.

Are processes described from which the QM/UMPA shows that certain work processes to be more specific, this in the work instructions (QM/UMAA) and test plans (QM/UMPP) are described.

Workplace specific safety precautions and directives in order to increase the working safety are included in the **safety regulations**.

In the **company standards** defines all products produced by AGRU.

This summary contains all important standards and tolerances which are necessary to manufacture a perfect product.

In the **organization manual** the organizational responsibilities and authorities are regulated and also the job descriptions are included.

Each staff member of the company AGRU Kunststofftechnik GmbH receives an access to a **staff manual** in hardcopy or the access by EDV.

In the staff manual the **essential information** about the company AGRU is included and the new staff member receives a survey about the company AGRU.

The **orientation** is focused on the **customer demand** for **customer satisfaction**, no matter if it concerns standard or special orders.

Quality-, environmental-, work and health management manual

9 Quality and environmental objectives

9.1 Quality objectives (QMPA 6)

This process instruction describes how the quality objectives are determined and measured res. how these coincide with the quality policy.

The increase of the customer satisfaction is the common objective.

Quality objectives are fixed which are aimed to both, directly to the product quality as well as to the improvement of process courses in order to improve in the end the customer satisfaction and economy – just as other quality objectives do.

Objectives and measured variables are related to individual processes which are evaluated in the course of internal audits, meetings or in the management review.

9.2 Environmental objectives (QMPA 6.2)

Environmental objectives are fixed once a year in the management review by the representative of the management representative and enclose aims, as for example energy reduction, grist reduction and degree of performance of official editions!

10 Risk assessment (QMPA 6.1)

Risk assessments are carried out in all areas and departments of the company and are used to increase desired impact and achieving improvements, but also to reduce the adverse effects or to prevent.

11 Management of resources

11.1 Providing of resources (QMPA 7.1)

The requirements of needed resources (E.g. personnel, machines, software, hardware) are established by the head of departments and process owners and announced to the management.

The result of internal audits, key figures from the data analysis, the evaluations of customer complaints and customer surveys are used to determine which resources are required.

11.2 Infrastructure (QMPA 7.1.3)

The determination of the needed infrastructure is carried out constantly in the daily work flow as well as by market observation and by information which one receives from customer contacts of any type.

11.3 Working environment (QMPA 7.1.4)

To achieve those product qualities that are required in order to meet customer requirements or to increase the customer satisfaction, **the work environment is determined, directed and maintained.**

Special responsibility is transferred to the **safety officer** and the **company medical officer** of **AGRU**. The company medical officer and the safety officer carry out job evaluations one time a year. The appraisal interview should organise the working environment so that quality is improved permanently in terms of work and product. The process of continuous improvement (corrective action, 5S) is also an adequate instrument to the work environment to suit changing demands.

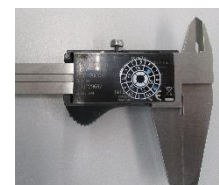
11.4 Control of measuring devices (QMPA 7.1.5)

This setting serves to secure the suitability of the test equipment and thus possess the required accuracy and suitability for the measuring task

Each testing unit has an **individual number** which is stored in a special QC software for measuring device control.

After a measuring device has been tested **positively**, a **test badge** has to be put on it.

All measuring instruments used for environmental measurements are recorded in the measuring device control.



11.5 Human resources (QMPA 7.2)

The item "human resources" is intended to ensure that the product influencing staff has the necessary education, training, skill, experience and expertise to perform the assigned activities within the meaning of the quality policy of the company AGRU. Due to the annual training plan and the many years of experience, the management and the training officer determines the resources.

Quality-, environmental-, work and health management manual

12 Competence, awareness and training (QMPA 7.3)

AGRU ensures that all employees have the necessary qualifications for their daily work.

The target is that all employees have the necessary qualification for their work because of this we offer appropriate training.

13 Internal and external communication and communication in an emergency (QMPA 7.4)

Internal and external communication, but also the communication in an emergency we see the establishment, **who talks to whom**, or gives or receives information.

It is characterized by:

-  Audit reports
-  Data analysis
-  Management review
-  Quarterly complaint statistics
-  Roxtra intranet

An external communication of our environmental aspects does not take place!

14 Documented information (QMPA 7.5)

In these process instructions it is described resp. determined, how documents are prepared, checked, released, actualised, distributed and filed. The nomenclature for quality documents and forms is also determined in this form.

The control and filing of quality-relevant records are of special importance for both, the proof within the quality management system and also for legal reasons regarding product liability and accounting law and the warranty.

15 Emergency preparedness and response (QMPA 8.2)

The risk assessment for AGRU is carried out by the management.

The evaluation covers the areas of fire and storage of dangerous goods.

From the results of evaluation activities are derived! This will be coordinated with the local fire and rescue department.

Natural events can be excluded because the site is located in no critical zone

16 Product realization

16.1 Planning of product realization (QMPA 8.1)

AGRU plans and develops the necessary processes that are required for product realization.

The requirements for the product resulting from the relevant standards and directives, from the product approvals and the resulting external inspections, as well as specific customer requirements.

16.2 Handling of order (QMPA 8.2.2 / 8.2.3)

The definitions in this process instruction specify the order procedure to manufacture AGRU products according to the customer demands resp. to the demands of the company standard.

For the clearly specification of the orders the sales and the export department are responsible.

The planning resp. the work preparation departments make the **production plans** and are responsible for the production orders to fulfill the customer demands on the one hand and on the other hand to produce economically.

16.3 Communication with the customer (QMPA 8.2.1)

The customer communication results from a multitude of **individual processes** of the daily flow of work.

In particular these are customer contacts of the sales, the export department, due to complaints, general customer service, providing technical information, price lists and discount sheets as well as customer and exhibition visits.

When communicating with the customers of the approach for practical environmental protection is already set!

16.4 Handling of complain (QMPA 8.2.1.5)

The definitions in this chapter serve **to fix the course** of the handling of customer complaints and to guarantee a **prompt** reply with competent information to the concerned customer.

Furthermore the data for the customer complaints have to be collected and analyzed as judgment criteria for the **management system**.

If any necessary **corrective action** should be resulting from a complaint, this will directly run into the process instruction.

Quality-, environmental-, work and health management manual

16.5 AGRU Internet (QMPA 8.2.1.6)

On this website (www.agru.at) different instruments are installed on technical information, project reports, brochures download, to find the right contact for the respective product group, to know AGRU is present new products there.

16.6 Sales department (QMPA 8.2.2)

The definitions in this process instruction define the course regarding the **ascertaining** of the demands for the product.

In this process instruction the **flows of information** are also described between the affected departments and the customer as well as the establishing of decision criteria, the operation and cooperation.

16.7 Export department (QMPA 8.2.3)

The export department is primarily responsible for the **handling of orders**. This ensures to meet all requirements for the product and offered service to an client.

Each specialist of this department has to check the technical and commercial **feasibility** of every order.

16.8 Development department (QMPA 8.3)

A main part of the **AGRU** corporate policy is the permanent **extension** of the existing product range as well as the design and **development** of new products and of processing methods.

The profitability of the company is ensured by innovative performance - always with regard to the market situation, the technical and commercial framework as well as the economic efficiency.

17 Purchasing (QMPA 8.4)

Due to the product requirements regarding long-life cycle and suitability under conditions of use, the **selection of raw materials** and **purchased parts** as well as the selection of suppliers is of **particular importance**.

The procedures for purchasing raw materials, vendor parts and investment goods are **defined** in this process instruction.

Several raw materials and vendor parts used at AGRU are defined in the **delivery specifications** resp. in the **AGRU works standard**.

Furthermore, product documentations in form of certificates acc. to **EN 10204** have to be placed at our disposal for **all** ordered raw materials and vendor parts from our suppliers.

17.1 Supplier evaluation

This sub-process describes how to **evaluate suppliers** resp. how they are to be selected.

Selection and **evaluation** of **suppliers** are subject to particular definitions which cover all commercial and technical criteria. By these means, all suppliers become integrated in the AGRU-QM-System and therefore are subject to regularly recurring evaluation processes.

18 Value adding core processes for product realization

In order to achieve a constantly high and reproducible quality of the AGRU products, the applied production processes are subject to specific requirements regarding the use of suitable raw materials, machines and tools, monitoring, optimization and improvement of process parameters as well as preventive maintenance. A detailed description of the below mentioned processes for product realization may be found in the corresponding process instructions.

18.1 Planning (QMPA 8.5.1)

This process instruction regulates the timing and the organizational handling of orders which involve the planning, injection molding, machining and packaging department.

18.2 Injection molding production (QMAA 8.5.1.2)

This process controls the production process in the injection molding department from the adherence to the specified production dates on the documented by monitoring and testing

steps in the production, to packaging of the molded parts.

Special attention is turned to the documentation of several measures on the optimization of the production processes.



Quality-, environmental-, work and health management manual

18.3 Machining department (QMAA 8.5.1.3)

This process instruction regulates the production processes in the machining dept. (EFG).

This department is responsible for the **proper machining** of the fittings and for the manufacturing of special products.

18.4 Extrusion department (QMPA 8.5.1.4)

This process instruction regulates the production process in the extrusion department for pipes, semi-finished products and also liners.

Continuous measurement checks and tests are carried out during the production process.

Special attention is turned to the documentation of several measures on the optimization of the production processes.



18.5 Welding department (QMPA 8.5.1.5)

This process instruction regulates the production processes in the welding department. The production is in accordance with the referring DVS data sheets and guidelines which refer to the testing, joining and the calculation of thermoplastics resp. the examination of plastic welders.



In AGRU **only certified welders are used.**

18.6 Tooling / Construction (QMPA 8.5.1.6)

This process instruction regulates the production process in tool making department and also in the construction of new tools and repairing of tools.



18.7 Maintenance (QMPA 8.5.1.7)

In the process instruction „Maintenance“ the maintenance, service and control activities are determined with reference to the appropriate process and working instructions.

The responsibilities, performance, documentation, filing and additionally valid documents are regulated.

18.8 Identification and traceability of products (QMPA 8.5.2.1)

This process instruction regulates the marking and the traceability of AGRU products during the entire production line.

The identification of AGRU products

consists of the following parts:

- ➊ Marking of fittings
- ➋ Marking of pipes, liners and semi-finished products
- ➌ Marking of welding construction

The particular marking requirement is included in the AGRU works standard.

The marking of pipes, semi-finished products, geomembranes and weldments by means of multi-digit serial numbers.

The three diagrams show an example of the identification of a mold piece.



18.9 Identification and traceability in the mould-making department (QMPA 8.5.2.2)

This process instruction regulates the **traceability** of molds, mould elements as well as repair work, from the **blank** to the finished **mould**.

Before **starting** to build a new mould a serial **mould number** is to be defined.

In order to enable a proper allocation of the **blanks**, a serial number also has to be defined when repairing a mould.

Quality-, environmental-, work and health management manual

18.10 Customer's property (QMPA 8.5.3)

In this process description it is stated how the quality of customer's property is ensured.

Each of the supplied products is checked at the income regarding defects. In case of any defect, the customer will be informed immediately.

18.11 Product preservation plant I to plant V (QMPA 8.5.4)

This process instruction regulates the continuous, efficient and customer oriented packaging of fittings and delivery of pipes, semi-finished products, liners, segmented fittings, welding constructions and raw materials.

Stocking resp. delivery may not take place before the products have been released by the quality assurance department.

Detailed packaging instructions are included in the AGRU works standard resp. in the packing list.

The internal and external dispatch of AGRU products is carried out by using **suitable** machines and equipments in order to **minimize** possible **damages**.

18.12 Monitoring and measuring of the product (QMPA 8.6)

This process instruction describes how the characteristics of the products are monitored and measured in order to meet the requirements (requirements from the customers).

Basically the monitoring and measuring of the products is prescribed in the relevant **product standards** and **guidelines**.

Each product manufactured by AGRU is monitored and measured according to internal test plans.



18.13 Control of non-conforming products (QMPA 8.7)

With this process instruction it is ensured that non-conforming products are controlled and marked and will not be further processed or delivered by mistake.

The **responsibilities** are **delegated** and the procedure is shown graphically and in writing.

A **defect** is existing if the product is **not** meeting the **requirements of the customer** or the requirements according to **AGRU works specification** and **test plans**.

The further proceeding is clarified between the management, the quality management, the field of activity concerned and, if necessary, with the customer.

The **documentation** of non-conforming products is of **special importance** as this information is very important for the evaluation of the **effectiveness** of the **quality management system** as well as for the taking of corrective and preventive measures.



19 Measurement, analysis and improvement

19.1 Monitoring and measuring of processes (QMPA 9.1.1)

This process instruction describes how the monitoring and measuring of the processes included in the AGRU quality management system are made with regard to the product conformity. The responsibilities **are distributed** to the persons responsible for the **QM/UM-system** and the person responsible for the **data analysis**.

The performed audits, inquiries on customers and suppliers evaluations give – among other things - **information** about the **functioning** of the processes.

19.2 Measurement of the satisfaction of customers (QMPA 9.1.2)

The **measurement** of the satisfaction of customers **gives information** about the process capability and is an important **input** for the permanent, preventive **process improvement** and improvement of the **satisfaction of customers**.

The results and analyses from the evaluations of the inquiries to customers are included in the **management review** and lead to **aims** and **measures of improvement**.

19.3 Internal Audit (QMPA 9.1.3)

Internal audits serve for the evaluation of the effectiveness of the management systems and for the observation of the compliance with the regulations and measures determined in the management systems.

The head of the quality management prepares the **annual audit plan** which comprises all ranges and kinds of audits.

The reports of the internal audits are used by the **management** for the **evaluation** of the management systems.

Prepared by:	Großbauer, K. / Narbeshuber, T.	Checked by:	Narbeshuber, T.	Released by:	Gruber, Mag. Alois
Rev.:	006	Dokumenten - ID	439	Date of issue:	06.05.2019

Quality-, environmental-, work and health management manual

19.4 Management evaluation (QMPA 9.3)

Once a year, all management systems are rated based on their report. The representative of the executive management is required to prepare an overall view of the situation of the management systems, including changes in the company, and report to the shareholders' meeting through the analysis of the reports, internal statistics and similar amounts of data.

20 Improvement

20.1 Continuous improvement (QMPA 10.1)

The process management implemented at **AGRU** is adjusted in a way that the agreed and expected requirements of the customer are in conformity with the planned quality.

The **effectiveness** of the single processes is measured on the **rate of fulfilment** of the **process targets**.

20.2 Corrective actions (QMPA 10.2)

This process instruction regulates the initiation and performance of corrective measures in order to eliminate the reasons for defects, to avoid repeated defects and to reduce costs.

A **corrective measure** starts with the **finding** of a qualitative **problem** and includes the **taking of measures** for the elimination or minimization of the problem. This refers to product related as well as process related problems.

20.3 5S (QMPA 10.3)

This method of lean philosophy are first steps to achieve a lean and efficient manufacturing. It is applied in all areas, even in the offices.

Features for this instruction:

- ⚙ Short times for searching and finding
- ⚙ All shifts work together in the same ways
- ⚙ Structured proceeding and saving areas
- ⚙ Improves conditions of work, health and safety
- ⚙ Removes obstacles and frustration at work
- ⚙ Increases staff responsibility
- ⚙ Less claims
- ⚙ Positive internal and external effects (motivation, satisfaction)
- ⚙ Employees and customers feel comfortable

Quality-, environmental-, work and health management manual

21 CERTIFICATES

21.1 ÖQS - Certificate



21.2 IQNet - Certificate



Prepared by:	Großbauer, K. / Narbeshuber, T.			Checked by:	Narbeshuber, T.	Released by:	Gruber, Mag. Alois
Rev.:	006	Dokumenten - ID	439	Pages 16 of 18		Date of issue:	06.05.2019

Quality-, environmental-, work and health management manual

21.3 ÖQS - Zertifikat



21.4 IQNet - Zertifikat



Prepared by:	Großbauer, K. / Narbeshuber, T.			Checked by:	Narbeshuber, T.	Released by:	Gruber, Mag. Alois
Rev.:	006	Dokumenten - ID	439	Pages 17 of 18		Date of issue:	06.05.2019

Quality-, environmental-, work and health management manual

21.5 ÖQS - Zertifikat



21.6 IQNet - Zertifikat



Prepared by:	Großbauer, K. / Narbeshuber, T.			Checked by:	Narbeshuber, T.	Released by:	Gruber, Mag. Alois
Rev.:	006	Dokumenten - ID	439	Pages 18 of 18		Date of issue:	06.05.2019