



Integrated Management Manual

**Saft Ferak a.s.
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Czech Republic**

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2. GENERAL



Picture 1 Aerial photo

2.1 Purpose

IMS Manual is a document which specifies company Integrated Management System, which includes quality management system according to ČSN ISO / TS 16949:2009, environmental management system according to ČSN EN ISO 14001:2005 and system for preventing major accidents. It serves as a permanent tool for the implementation, maintenance and improvement of this system.

2.2 Scope

Integrated management manual is valid within entire Saft Ferak a.s. company.

2.3 Competence and responsibility

For the development, updating and implementation of change management of the Integrated management manual is responsible Management representative.

2.4 Terms and definitions

Quality - the degree of requirement compliance with set of inherent characters

Requirement - the need or expectation that is stated, generally implied or are obligatory

Character, characteristic - a distinguishing feature

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Capability - ability of an organization, system, or process to realize a product that meets the requirements for this product

Organization - a group of employees and equipment with an arrangement of responsibilities, authorities and relationships

Remote location - a place which supports production site and in which are located a non-production processes.

System - a set of interrelated or interacting elements

Process - a set of interrelated or interacting activities which transforms inputs into outputs

Product - the result of a process

Management system - a system to establish policy and objectives and to achieve those objectives

Quality management system - (QMS) - a management system for the direction and management organization with regard to quality

IM Manual - a document which specifies integrated management system including QMS , EMS and PMA

Document - Information and its supporting medium

Information - data containing the meaning of

Integrated management policy - overall intentions and direction of an organization related to QMS , EMS formally expressed by top management

Top management – person or group of persons that at the highest level, direct and control the organization

Quality objective - something what is strived or what someone focuses in relation to quality

Environment - the environment in relation to society . This is the environment in which it operates, includes air, water, land, natural resources, flora, fauna, humans and their interrelation

2.5 Abbreviations

IMM – Integrated Management Manual

IMS – Integrated Management System

MFG Pro – Information System

QCM – Quality Control and Maintenance

CS – Customer Service

MRP – Planning of material requirements

CRP – Planning of capacity requirements

AT – Autonomous team

CO – Customer order

WO – Work order

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PO – Purchase order
API – Annual Performance Interview
MBO – Management by objective
PMA - Prevention of major accidents

2.6 Company profile

Saft Ferak a.s. is registered in the Commercial Register kept by the Regional Court in Ostrava, file number B2780
Registered Office: Raskovice 247, 739 04
Legal form: joint-stock company
Identification number: 27094308
Tax Identification Number: CZ27094308

2.7 IMS application and exclusion from IMS

IMS application includes the whole of society for the certification of QMS and EMS. Remote locations which supports society, where are non-productive processes, are:

Saft AB Oskarshamn ensuring the sales process,
Saft Poitiers, ensuring the design process and product development

3. COMPANY INTRODUCTION

Main activities of the company Saft Ferak, a.s. relate to the design, production, and sales of industrial accumulator cells and batteries.

Joint stock company Saft Ferak was founded in 1995 as the result of joining the well-known Czech manufacturer of nickel-cadmium accumulator batteries FERAK with the French company SAFT, which has been a worldwide dominant producer of a wide spectrum of electrochemical power sources.

The production of alkaline batteries was started in the adjusted former textile object in Raškovice in 1953. The factory made then a part of the Pražská akumulátorka, n.p., Mladá Boleslav (the state owned Prague Accumulator Plant of the registered address in Mladá Boleslav). Pražská akumulátorka desintegrated in 1991 and the company Ferak, owned by the state, was founded.

The factory in Raskovice was privatised at the beginning of 1994 by the propriety limited company Alkal. However, the indebtedness of the company was too high and it was decided to sell the company to a stronger investor. The subject found in 1995 was the company Saft.

Besides traditional production of FERAK brand name accumulators, company has been producing also accumulators under SAFT, ALCAD, NIFE, NICA, EMISA and FRIWO brandnames, which are used for starting locomotives, as backup sources for carriages, trams, and trolleybuses as well as in many other applications, including stationary. Since 2008 Saft Ferak a.s. has been producing also block batteries in standard or low maintenance design.

Main customers include especially the Czech Railways and other railway companies abroad. Most products are exported, mostly to USA, Great Britain, Belgium, Italy, Spain, Slovakia, Poland, Ukraine, Russia, South Africa, Singapore, Korea, and Japan.

There was launched assembly of batteries based on lithium technology in year 2009.

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Rechargeable lithium-ion batteries are assembled from cells manufactured in Saft plants in France or USA, including electronics. Main area of use are batteries for forklifts.

Not rechargeable primary lithium batteries are also assembled from imported Saft cells and are used mainly in smart gas meters and water meters.

Saft Ferak, a.s. is situated at the edge of the industrial zone of the City of Ostrava, 14Km from the City of Frýdek Místek, at the foothills of Beskydy. It is located in the registration area of the Municipality of Raškovice, on the left bank of the River Morávka. The company rents its commercial office in Prague.

4. INTEGRATED MANAGEMENT SYSTEM

4.1 General requirements

The integrated management system prepared within this Manual has been organised in accordance with ČSN EN ISO 9001:2009 and ČSN EN ISO 14001:2005 in four basic parts as shown in Figure No. 1

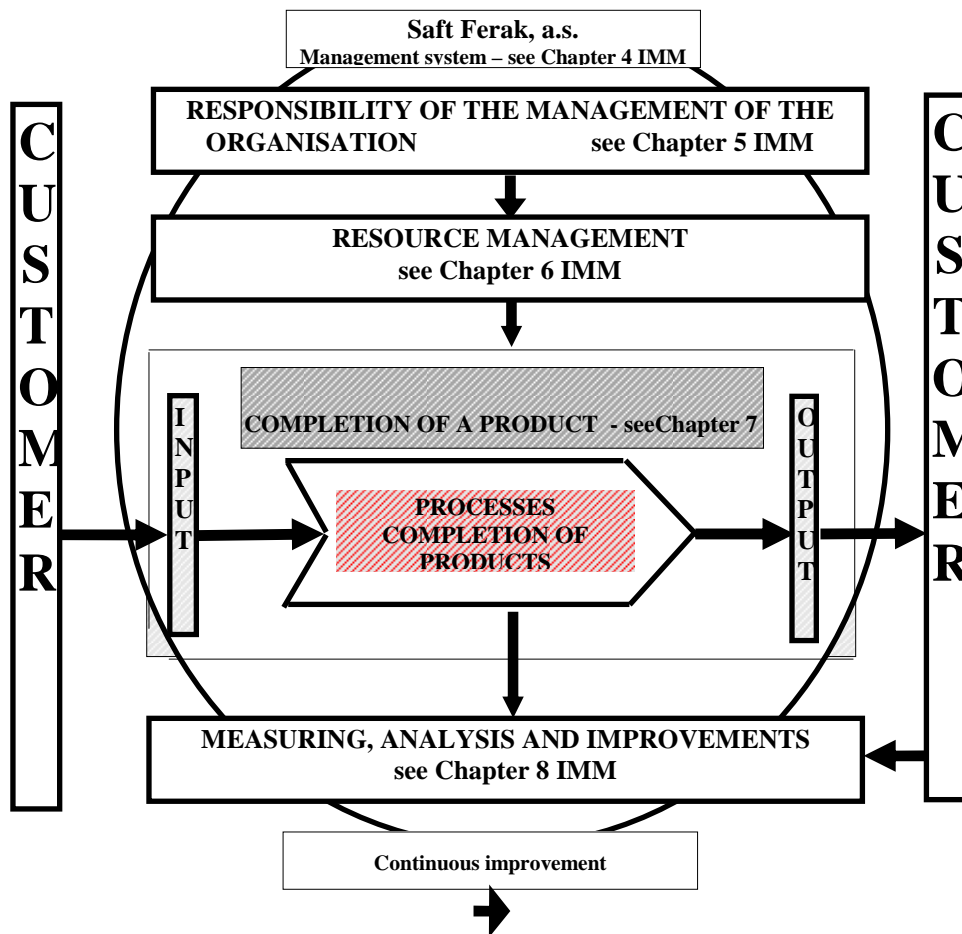


Fig. 2

The company uses a process approach when developing, implementing and improving the IM in order to enhance customer satisfaction by meeting requirements. The company uses a process approach with an emphasis on understanding customer requirements and the quality of their performance as well as for considering processes in terms of added value, achieving performance results and the efficiency and continuous improvement of processes based on objective measurement. The Company identifies and defines the following processes:

Process	Process responsibility
Main processes:	
1. Customer service	Customer Service Manager
2. Manufacturing process design and development	Production & Engineering Manager
3. Purchasing	Purchasing Manager
4. Production management	Production & Engineering Manager
5. Storage	Storage Section Head
6. Expedition	Expedition Section Head
Managing processes	
7. Strategic planning	Management Representative
8. Document control	Human Resources Manager
9. Internal audit	Management Representative
10. Human resources	Human Resources Manager
Supporting processes	
11. Nonconformities	Quality & Maintenance Manager
12. Customer satisfaction	Customer Service Manager
13. Product and process monitoring and measurement	Quality & Maintenance Manager

Graphical representation of the process model of society, cards of individual processes and the requirements of ISO / TS 16949 are listed in the process folder on the server address M / ISO.

4.1.1 General requirements - supplemental

Management processes with external sources does not relieve Saft Ferak a.s. responsibility for the conformity of the product with the customer requirements. The company uses external resources for internal audit process, the source is controlled by PP 039 Internal audits

Related documents:

PP 039 Internal audits

4.2 Documentation requirements

4.2.1. General

IMS documentation makes up a set of work regulations, which serve for the organisation of planning, organising, controls, management of the main process (with the output of the final product), and supporting company processes. The mutual interconnection of these work regulations is described in this Integrated Management Manual. The organisation structure is resolved within the Organisation Code.

Documentation of IMS has got 3 levels and consists of:

1st level:

Integrated Management Manual – it explains in which way the company fulfils requirements included in standards ČSN EN ISO/TS 16949:2009 and ČSN EN ISO 14001:2005.

2nd level:

Work regulations and Operation Codes – these document quality management processes and processes, which influence, or might influence the environment. There are individual steps of processes and responsibilities documented.

3rd level:

Production regulations, quality plans, technical specifications, SMED regulations and drawing documentation.

The external documentation also makes a part of the IMS documentation and it consists of:

- Technical standards,
- Legal and other requirements.

Related documents:

PP 048 Organisation code
PP 060 Working code

4.2.2 Integrated Management Manual

The preparation of the Integrated Management Manual belongs among the responsibilities of the management representative for the integrated management. General Director of the company approves the Integrated Management Manual.

Any changes in the Manual are done in accordance with PP 001.

Related documents:

PP 001 General management of documents

4.2.3 Control of documents

Documents related to the management system must be inspected, from the point of view of their suitability, and approved by authorised workers before their issue and insertion into the system. The authorised distributor distributes approved documents and withdraws expired copies. He follows the Work Regulation PP 001.

Any changes in documents or data must be inspected and approved by the same functionaries, who inspected and approved them originally.

Regulations, which apply for the internal documentation, apply also for the management of external documentation. In order to keep the management of external documentation minimal, external

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documents are preferentially processed for the internal documentation.

Production & Technology department, together with an external firm, distributes and actualises standards.

Related documents:

PP 001 General management of documents

PP 003 Production and Technical documentation and data management

PP 030 Documents archiving

4.2.3.1 Engineering specifications

Engineering specifications are controlled according to procedure PP 003.

Related documents:

PP 003 Production and Technical documentation and data management

4.2.4 Control of records

The term "Management of records" indicates:

- Identification
- Collection
- Registration
- Approaches
- Storage
- Maintenance
- Safe keeping and
- Settling of defined records.

There have been places for storage, for the duration of established periods, determined as well as ways of the analytical processing and informing of the relevant positions. See the Register on the address: **M/ISO/Záznamy**.

5. RESPONSIBILITY OF THE ORGANISATION MANAGEMENT

5.1. Undertaking by the company management

The management of the joint stock company Saft Ferak undertakes:

- To inform and maintain the awareness of the importance of the observation of customer requirements, legal requirements, and regulation requirements,
- To create the policy of integrated management, to create goals and plan them,
- To continuously improve the integrated management system,
- To organise periodic inspections of the integrated management system by the management,
- To organise resource accessibility.

The company management creates and maintains the environment, in which workers can achieve established goals. The planning of goals stresses the need of continuous improvements of products, processes, and the protection of environment in such a manner that it allows for increased production,

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skills, the satisfaction of employees, the satisfaction of external parties, and the long-term profitability.

The management of the company Saft Ferak, a.s. wants to provide customers with service, where the stress is put on the quality and fast provision, for an appropriate price. The company wants to be a perspective employer of real professionals, to act in accordance with interests of its shareholders, and to create an appropriate profit.

Integrated Management Policy/vision of Saft Ferak a.s. is described in document "Integrated Management Policy/vision of Saft Ferak a.s.", which is published on the address of M/ISO/Politika integrovaného management, on Saft Ferak a.s. intranet and on internet pages www.saft-ferak.cz

Related documents:

- Integrated Management Policy/vision of Saft Ferak a.s.
- PMA policy

5.1.1 Process efficiency

The Company's management reviews the process of product realization and support processes to demonstrate their effectiveness and efficiency.

5.2. Customer focus

The evaluation of customer needs and their expectations is done at different process levels.

Firstly, the IBG Marketing department located in Bagnolet, in France (which is subordinate directly to the Saft company management) collects the needs and expectations of customers. These needs and expectations are then analysed by this Marketing department and reprocessed into data, which make up inputs for the defining of the production policy.

A Strategic Plan is then created at meeting of MPDP (Master Product Development Plan).

Customer requirements are defined and formalised during the planning phase of the contract proposal, during the inspection of a contract (an order) at the latest.

The level of the customer satisfaction is analysed in the final stage.

The environmental aspects are evaluated at least ones during a year on Management Review Meeting.

Related documents:

- PP 047 – Measuring the customer satisfaction
- EN 014 - Environmental aspects and their assessment

5.2.1 Legal and other requirements

Examination of requirements of other involved parties also takes place. The list of legal requirements and of responsible employees of Saft Ferak, a.s. is publicised on the address:

M/ISO/Pravni_pozadavky. Meeting legal and other requirements is regularly evaluated.

The ecologist maintains the Work Regulation EN 026 "Creation and maintenance of the Register of Legal and Other Requirements", which contains in detail described legal and other requirements resulting mostly from the requirements included in ISO 14001.

Production & Technology department, together with an external firm, distributes and actualises standards.

Officer in the mailroom transfers requirements and decisions of the state administration and self-administration to the General Director or to other responsible manager.

Related documents:

EN 026 Creation and maintenance of the Register of legal and other requirements
List of legal and other requirements

5.3 Integrated Management Policy

It is desirable that the Integrated Management Policy is known and understood by every employee in order to ensure the achievement of targeted goals.

The Integrated Management Policy of Saft Ferak, a.s. states the following:

The Integrated Management Policy of Saft Ferak, a.s. states the following:

1. Saft Ferak a.s. intends to provide continuously the values to our clients, partners, and shareholders and to keep contributing to general welfare.
2. Assistance of Saft Group is a reliable warranty for long-termed relations, growth, use of advanced technologies, and mutual worldwide support.
3. Acquiring new production competences in the Saft Group strengthens our internal competitiveness and stability.
4. By continuous improvements and stability of our processes, the customers are given top-quality products that meet their needs fully.
5. The key to such success is motivated, creative and accountable employees, our priority being to contribute considerably to development of our staff.
6. In each activity, we follow the code of ethics, forecast and minimise impacts on environment, save natural resources and comply with requirements of regulations and laws.

The Integrated Management Policy has been published at the address: M/ISO/Politika IM, in several places in the area of Saft Ferak, a.s. and on internet pages www.saft-ferak.cz.

Related documents:

Integrated management policy

5.4 Planning

5.4.1 Quality objectives, environmental objectives and targets, PMA objectives

Basic plans and directions for the activities of Saft Ferak a.s. are regularly every year worked out into specific, measurable and achievable objectives. Company management establishes quality objectives, environmental and PMA objectives on key elements of the integrated management system, including those which are needed to meet requirements for product realization. The procedure is set out in PP 020 Strategic Planning.

Related documents:

PP 020 Strategic planning

5.4.1.1 Quality objectives – supplemental

The company top management has set quality objectives and methods of measurement that are included in the strategic planning of the organization according to PP 020 Strategic planning and are used for developing of quality policy. Quality objectives reflect the expectations of our customers and are achievable within a specified time period.

Related documents:

PP 020 Strategic planning

5.4.2 Integrated managements system planning

The company's management assures that:

- an integrated management system is carried out in order to meet the general requirements for a quality management system, EMS, and PMA and objectives of the company, EMS and PMA,
- the integrity of the integrated management system is maintained, even during planned and implemented changes.

5.4.3 Environmental aspects and planning for risk identification, risk evaluation and management

The company has established, implemented and maintained procedures:

- To identify the environmental aspects of its activities, products and services within the defined scope of EMS , which can manage and which can influence,
- To determine those aspects that have or can have significant impact on the environment.

The company has identified environmental aspects, which documents and continually updates. The company takes significant environmental aspects into consideration in establishing, implementing and maintaining the EMS.

The Company has prepared a procedure for hazard identification , risk evaluation and implementation of the necessary measures to control the risks. This process includes :

- Ordinary and extraordinary activities
- Activities of all persons who have access to the workplace (including subcontractors and visitors)
- Equipment for the workplace operated by companies or other entities.

These procedures are documented in the procedures EN 014 Environmental aspects and their evaluation , EN 050 PMA - Assessment and monitoring of operations and PP 048 Organizational Code.

Related documents :

EN 014 Environmental aspects and their evaluation
EN 050 PMA - assessment and monitoring of operations
PP 048 Organizational Code

5.5 Responsibility, authority, and communication

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Top management ensures that have been established and communicated responsibilities and authorities throughout the company.

5.5.1 Responsibility and authority

Determination of the organizational structure, responsibilities and authorities are divided into the following activities:

- Determination of responsibility
- Communication in the organization.

Responsibilities and authorities are developed in the organizational code and in the job descriptions.

Related documents:

PP 048 Organizational Code
Job descriptions

5.5.1.1 Responsibility for quality

Manager of Quality control and Maintenance department is promptly informed of products or processes that are not in compliance with the requirements.

Each operator has the power to interrupt the series production to eliminate quality problems.

Manufacturing operations during all shifts are staffed with personnel responsible for ensuring the quality of the product.

5.5.2 Management representative

The management representative responsible for the integrated management is also responsible for the introduction, maintenance, and improvements of the Integrated Management System. His main task is to ensure that the Integrated Management System is created, applied, and maintained in all Sections and workplaces.

The management representative responsibilities are set in PP 020 Strategic planning.

The protection of environment has been delegated to the ecologist, who manages the Environment section, which belongs within the Human Resources department.

The scope of responsibilities is as follows:

- Utilisation of legislative provisions from the area of the creation and protection of environment.
- Representation in meetings with bodies of the state administration, which relate to the protection of environment.
- Creation and maintenance of the unified system of creation and protection of environment.
- Co-ordination of collection, sorting out, liquidation, or disposal of wastes, the function of a Waste Manager.
- Water management.
- Execution of inspection activities in the following areas:
 - Air protection
 - Wastes
 - Water management

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5.5.2.1 Customer representative

The top management of the company set the person to represent the interests and needs of customer, related to quality requirements, such as the selection of special characteristics, setting quality objectives and appropriate training, corrective and preventive measures, design and development process.

5.5.3 Internal communication

Internal communications between two different levels takes place in accordance with the kind and importance of information at work meetings and in conferences, in personal discussions, within e-mail, on information boards, over the telephone or fax.

Kinds of meetings and the latest dates for their organisation:

- MPDP meeting – once a year,
- Product review meeting – once every three months,
- Management review meeting – once a year,
- Business plans meeting – once every four months,
- Indicators meeting – monthly,
- Management meeting with autonomous teams – once every four months ,
- Logistics meetings - weekly

Every employee within the area of environment is obliged to transfer to the ecologist information about activities executed within the company and facts, which could adversely effect the environment, or which are in dispute with the environment protection system. All notices, initiatives, or complains of employees shall be directed towards the ecologist directly or via e-mails. The ecologist then decides, after consulting with **his superior**, on further process.

Managers of departments are obliged to organise the circulation of information within their departments and to ensure, in an evidenced way, that all subordinate employees are aware of the issued instructions.

5.5.4 External communication

External communications are also emphasised. This category includes communications with customers, Banks, insurance companies, region citizens, environmental initiatives, and with representatives of the state administration and self-administration.

Initiatives from external involved parties, which relate to the environment, must be transferred to the ecologist. He decides about further process and possible reaction to it after consulting with **his superior**. Such an initiative could be also a customer note or complaints, or a company activity impact on environment or human health related to the public. All such initiatives are documented. In the case of absence of the ecologist, **the Human Resources manager ensures** the communication. The representative of the management organises external communications also during official events and during the communication with foreign subjects abroad.

Communication with supervisory bodies active in the area of the protection of environment and with bodies of the state administration and self-administration takes place within the framework of responsibilities described in EN 016.

Related documents:

PP 048 Organisation code
EN 017 Monitoring and measuring
PP 055 Communication

5.6 Management review

5.6.1 General

IMS Review is held once a year. General Manager may reduce the annual interval, if it is necessary for any reason . The review is done in writing.

5.6.1.1 Quality management system performance

The review covers all requirements of IMS its performance trends as an essential part of the process of continuous improvement. Part of the review of IMS is monitoring quality objectives and regular reporting and evaluation of quality.

The results are recorded in order to provide evidence of achievement of the objectives specified in the quality policy, quality objectives and customer satisfaction with the delivered product.

5.6.2 Review input

Documents for Management review prepare top managers as is written in procedure PP 020 Strategic planning.

5.6.2.1 Review input - supplemental

IMS review input includes an analysis of actual and potential field failures and their impact on quality or the environment.

5.6.3 Review output

The Management representative records outputs from Management review meeting. This document contains recommendations for further IMS and its processes improvement, products improvement relative to customer requirements and resource needs. Document is signed by General Manager and filed by the Management Representative .

The procedure is described in PP 020 Strategic planning .

6. RESOURCE MANAGEMENT

6.1 Provision of resources

Management determines and provides the necessary financial, material and human resources for:

- implementation and maintenance of IMS and continuous improvent of its effectiveness and
- increase of customer satisfaction by meeting their requirements.

The procedure is set out in PP 020 Strategic planning.

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6.2 Human resources

6.2.1 General

Requirements for qualification and expertise knowledge of employees determine managers. The requirements are set out in the job description.

6.2.2 Competence, awareness, and training

Manager of the Human resources department prepares in co-operation with managers of other company departments the Training (Education) Plan.

Relevant Section Managers then select the way of training of individual employees, according to the requirements on qualifications and vocational skills. The selected employees are trained or re-qualified on the basis of these requirements, according to PP 053 Recruitment and hiring employees. Manager of the Human resources department approves the Training (Education) Plan.

The Human resources Administration section looks after the registration of undertaken training, higher qualifications and on-the-job training.

The efficiency of the training system is evaluated during annual interviews organised with selected employees.

All employees are annually evaluated (API, MBO, certification, competences model). Results are used to create Training Plan.

Employees from companies, dealing at Saft Ferak's site for longer time, are taught about Integrated Management Policy, environmental aspects, environmental minimum and PMA.

6.2.2.1 Product design skills

Saft Ferak a.s. ensures that personnel product design responsibility are competent to achieve design requirements and are skilled in applicable tools and techniques.

6.2.2.2 Training

The Company established and maintains documented procedures for identifying training needs and achieving competence of all employees who are engaged in activities affecting product quality, at all levels. Employees who perform specific assigned tasks are qualified on the basis of required education, training, skills and / or experience. Attention is focused on meeting specific customer requirements, EMS and PMA.

6.2.2.3 Training in the job

The company continuously provides for internal or external personnel, conduct training in the workplace for all new or modified work procedures that affect the quality, EMS or PMA. All employees whose work affects the quality, are informed of the consequences of non-compliance with the quality requirements of the customer and EMS.

6.2.2.4 Employee motivation and empowerment

The company consistently implements practices that serve to motivate staff to achieve the objectives of quality, EMS and PMA to continuous improvement and to create an environment to promote improvement. This process includes promoting awareness of quality and technological readiness throughout the company. The Company has procedures designed to measure the extent to which the

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workers are aware of the seriousness and importance of their activities and how they contribute to the achievement of quality objectives , EMS and PMA.

Related documents:

- PP 050 - Motivation process
- PP 051 – Education process
- PP 056 - Global HRM planning
- PP 057 - Evaluation of employees
- PP 052 – Job termination
- PP 053 - Recruitment and Employee onset
- PP 059 - Payroll
- PP 060 - Working code
- PP 061 - Certification

6.3 Infrastructure

Manager of Quality control and Maintenance department is responsible for the infrastructure in Saft Ferak, a.s.

Manager of the IT Section, belonging to the Financial department, is responsible for the information network.

The quality of production equipment is ensured in such a manner that the quality of each production operation is observed:

- By the execution of preventive inspections of machines and equipment and by controls of devices and tools before they are released to the production and during their life span, according to PP 023.
- By regular calibration of measuring instruments, measuring and control device, according to PP 002.

Related documents:

- PP 002 Metrological Code
- PP 023 Maintenance of machines in preventive care
- PP 033 Purchasing and using of information technology
- EN 030 Guidelines for activity of fire guard
- EN 032 Internal procedure for organisation of fire safety
- EN 036 Defining of conditions for fire safety
- EN046 Fire regulations for alkaline accumulators workshop
- EN 047 Fire regulations for flammable liquids storage
- EN 048 Fire regulations for technical gases storage

6.3.1 Plant, facility and equipment planning

The company has buildings, warehouses and equipment needed to meet the needs of customers.

The Company uses a multidisciplinary approach for developing plans of operations, equipment and facilities. Plant layouts optimize material movement, handling and value-added use of floor space and facilitate synchronous material flow. There are developed, maintained and applied methods for assessing and monitoring the effectiveness of existing operations. These requirements are intended to focus to the efficiency of the IMS.

Related documents:

- PP 004 APQP

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6.3.2 Contingency plans

The company develops and maintains emergency plans in the event of emergencies to fulfill customer requirements. Providing the necessary resources mentioned in PP 022 Plan to solve unexpected events.

Related documents:

PP 022 Plan to solve unexpected events

6.4 Work environment

Management of the company is responsible for the planning and organisation of the work environment and work equipment in Saft Ferak, a.s. in the following main areas:

- It decides on acquisitions related to any tangible or intangible assets,
- It decides on the utilisation of assets, their reconstructions or liquidation,
- It evaluates the effectiveness of individual resources.

The work environment is kept on the level which is needed for quality assurance on proper work stations.

Cleaning is regularly performed by employees or by external company. It is regularly evaluated during 5S audits.

Safety requirements are stated at PP 054 and EN 035.

Related documents:

PP 054 Health and safety at work

EN 035 Providing of personal protective equipment

6.4.1 Personnel safety to achieve conformity to product requirements

All jobs in companies meet the required conditions for the working and living environment . In an integrated policy, process design and development process and the activities of manufacturing processes applied to product safety and uses resources to minimize the risks for employees..

Related documents :

EN 054 The implementation of internal controls OSH, and EMH

6.4.2 Cleanliness of facilities

The company maintained its premises in order, clean and in good condition, appropriately to manufactured products and the requirements of EMS. Cleanliness of facilities are subject to periodic inspections and 5S are taken appropriate corrective action based on the results of those checks. The procedure is set out in PP 023 Maintenance of machinery, equipment and tools included in preventive care and EN 018 Maintenance and cleaning

Related documents :

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PP 023 Maintenance of machinery, equipment and tools included in preventive care
EN 018 Maintenance and cleaning

7. PRODUCT REALIZATION

7.1 Planning of the product realization

The company plans and develops the processes needed for product realization . Planning of product realization is consistent with the requirements of the other processes IMS .

In planning product realization company determines, when it is appropriate, quality objectives and requirements for the product, the need to establish processes, documents , and provide resources specific to the product required verification, validation, monitoring, inspection and testing, which are specific to the product and the criteria for product acceptance, records needed to provide evidence that the realization processes and resulting product meet requirements.

The output of the planning of product realization is in a form that is suitable for how the company operates and is based on multidisciplinary approach.

7.1.1 Planning of product realization – supplemental

Customer requirements and references to its technical specifications are included in the planning of product realization as an item of the quality plan.

7.1.2 Acceptance criteria

The documentation for production are defined acceptance criteria and, if required, are approved by the customer. In case of acceptance by comparing the acceptance criteria selection free of defects.

7.1.3 Confidentiality

Confidentiality is assured for products and projects developed under contract with the customer, including related information about the product.

7.1.4 Change control

Part of the process of design and development is also a change management response to changes that affect the realization of the product . The implications of any change , including changes caused by the supplier, are assessed and determined verification and validation activities to ensure compliance with customer requirements. Changes are validated prior to implementation . Any change in product realization, which affects the customer's requirements, is announced to the customer and must be approved by the customer .

The procedure is set out in the Order Processing PP 012 Order processing , PP 003 Management and production of technical documentation and data , PP 041 Issue of work orders on an order, PP 042 Planning and production of technical documentation and data.

Related documents :

PP 003 Management and production of technical documentation and data

PP 004 APQP

PP 012 Order processing

PP 041 Issue of work orders on an order

PP 042 Planning of production and purchase requirements

7.2. Customer - related processes

7.2.1 Determination of requirements related to the product

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The Company determines the requirements specified by the customer, including the requirements for activities during delivery and after delivery, as well as the requirements that the customer did not specify, but which are necessary for specified or intended use, where known, as well as statutory and regulatory requirements related to product and any other additional requirements specified by company.

7.2.1.1 Customer – designated special characteristics

Part of the process of design and development process is compliance with customer requirements regarding marking, documentation and management of special characteristics.

7.2.2 Review of requirements related to the product

The Company reviews the requirements related to the product. This examination is conducted before undertaking from the organization to deliver the product to the customer and ensures that the requirements for the product are set, then to solve contract requirement or order requirements that differ from those previously expressed requirements and the company was able to meet the requirements.

Records of the results of the review and actions arising from the review are maintained.

In case the customer does not provide a documented statement requirement, are customer requirements confirmed by the company before the company receives them.

7.2.2.1 Review of requirements related to the product - supplemental

In the case that requirements for the product were changed, the company ensures that changed the relevant documents and that the relevant employees are aware of the changed requirements.

7.2.2.2 Organization manufacturing feasibility

The process of formation of a contract is a contract review, including risk analysis , investigation, confirmation and documentation the ability to produce engineered products.

Related documents :

PP 012 Order processing

7.2.3 Customer communication

The company has identified and implemented effective ways to communicate with customers with respect to product information, handling inquiries, contracts or orders, including amendments and then has an effective customer feedback, including customer complaints. It is able to communicate the necessary information and data in customer specified language and format. The procedure is set out in PP 012 Order processing.

External communication with customers is realized through the Customer Service Department through a dealer network SAFT. In some cases, the web pages <http://www.saftbatteries.com>, or <http://www.saft-ferak.cz> can be utilised.

Related documents:

PP 019 Management of customer claims

PP 047 Measuring of external customer satisfaction

PP 013 Shipping

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7.3 Design and development

Saft Ferak a.s. declares that the product design and development of lithium batteries is ensured within the SAFT group to a remote location in the SDU Bordeaux.

Saft Ferak a.s. is responsible for the design and development process of the product manufacturing, the "process design" in next text.

Saft Ferak a.s. performs product design for Ni-Cd batteries. During the design planning are determined:

- Design stage
- Review, verification and validation
- Responsibilities and authorities.

Design stages (Articles 7.3.1, 7.3.2, 7.3.3, 7.3.4, 7.3.5, 7.3.6 and 7.3.7) are documented in the document PP036 Product and process design. Ecologist assesses design from an environmental point of view.

Related documents:

PP 036 Product and process design

7.3.1 Design and development planning

The company plans and manages the manufacturing process design. During the planning of the manufacturing process design, company determines the stage of the design process, review, verification and validation that are appropriate for each stage of the design process and then determines the responsibilities and authorities in the design process.

The Company manages the interfaces between different groups involved in the design process to ensure effective communication and clear assignment of responsibility.

The company updates the output of the planning of the design process according to the actual status, if appropriate.

7.3.1.1 Multidisciplinary approach

The company use in the preparation of the manufacturing process design multidisciplinary approach , including the development or completion and monitoring of special characteristics , drafting and review of FMEA , including measures to reduce the potential risks and the preparation and review of quality plans .

Related documents:

PP 004 APQP

7.3.2 Design and development inputs

7.3.2.1 Product design input

The company claims that the design and development of lithium batteries is provided within the Saft group in remote locations SDU Bordeaux and Saft Poitiers . Inputs for product design ensure these locations in France.

7.3.2.2 Manufacturing process design input

The company identifies, documents, and review the input requirements for the design process, including the data input from the design of the product , if they are available, targets for productivity, process capability and cost, and then by reviewing the requirements in terms of previous experience of the design process .

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7.3.2.3 Special characteristics

The Company identifies and includes special characteristics into quality plans , follows the definitions and symbols specified by the customer and identifies the documents for process control , including drawings, FMEA, quality plans and instructions for operating by a symbol of the special characteristics of the customer or the equivalent symbol or company symbol so to include process steps that affect special characteristics.

7.3.3 Design and developments outputs

The company claims that the design and development of lithium batteries is provided within the Saft group in remote locations SDU Bordeaux and Saft Poitiers . Outputs for product design ensure these locations in France.

7.3.3.1 Product design outputs – supplemental

See 7.3.3

7.3.3.2 Manufacturing process design output

The output of the design process is expressed so that it can be verified according to the input requirements for the design process and validated. The output of the design process includes technical specifications and drawings, manufacturing process flow diagram, layout diagram of the manufacturing process, manufacturing process FMEA, quality plan, work instructions, inspection criteria for the process release, quality data, reliability data, maintainability data and measurability data, as well as methods for rapid detection of nonconforming product and production process including feedback.

Related documents:

PP 004 APQP

7.3.4 Design and development review

At suitable stages is in line with planned activities under Article 7.3.1 done systematic review of the manufacturing process design to evaluate the ability of the results of the manufacturing process design to meet the requirements , identify all problems and to propose the necessary measures. Employees, who are connected with individual stages of the reviewed manufacturing process design, are involved.

7.3.4.1 Monitoring

Measurements are defined and analyzed at specified stages of the manufacturing design process. They are reported and used as input for the review of IMS. These measurements includes for example quality risks, cost, time required for implementation and some more. The individual stages of APQP are monitored using questionnaires described in the working instruction PP 004 APQP.

Related documents:

PP 004 APQP

7.3.5 Design and development verification

Verification of the design process is carried out in accordance with the planned activities under Article 7.3.1 in order to ensure that the outputs of the design process meet the input requirements of the design process . Records of the results of the verification and of any necessary actions are kept.

7.3.6 Design and development validation

Validation of the design process is performed in accordance with planned arrangements to ensure that the resulting product is capable of meeting the requirements of specified or intended use, if they are

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known.

If it is possible, the validation is completed prior to delivery or application. The results of validation and any necessary actions are recorded and archived.

7.3.6.1 Design and development validation – supplemental

Validation of the design process is carried out in accordance with customer requirements, including program schedules.

7.3.6.2 Prototype programme

See 7.3.3

7.3.6.3 Product approval process

The company maintains customer approved procedure for the manufacturing process approval. Manufacturing process approval procedure recognized by the customer is also applied to suppliers.

Related documents:

PP 006 PPAP

7.3.7 Control of design and development validation – supplemental

Any changes of the manufacturing process design for the entire production program are identified and records are maintained. Changes are reviewed, verified or validated and approved prior to the application.

Review of changes in the manufacturing process design involve evaluating of the changes impact to the basic components and to product that has already been supplied.

Records of changes reviews are maintained as well as reviews of any necessary measures.

The procedure is set in PP 003 Management of production and technical documentation and data.

Related documents:

PP 003 Management of production and technical documentation and data

PP 004 APQP

PP 036 Product design and process

7.4 Purchasing

7.4.1 Purchasing process

The Company ensures that purchased product meet the specified requirements for purchasing. The type and extent of control applied to the supplier and to the purchased product depends on the effect of the purchased product on subsequent product realization or on the final product.

The Company evaluates and selects suppliers based on their ability to supply product in accordance with the company requirements. There are established criteria for their selection, evaluation and re-evaluation.

Records of the evaluation results and of any necessary actions arising from the evaluation are maintained.

7.4.1.1 Statutory and regulatory conformity

The company ensures and warrants that all purchased products or materials used in the product meet applicable legal and other general regulations.

7.4.1.2 Supplier quality management system development

The company develops suppliers quality system to achieve compliance with ISO / TS 16949:2009. The

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first step is compliance with ISO 9001:2008.

Related documents:

PP 017 Selection and evaluation of suppliers

7.4.1.3 Customer-approved sources

The Company purchases products, materials or services from approved sources, if so specified in the contract with the customer. The Company is aware that the use of resources directed by customer, including tooling / measuring instruments suppliers, does not relieve the company of responsibility for ensuring the quality of purchased products.

7.4.2 Purchasing information

The company ensures that information for shopping describe the product to be purchased, and where appropriate, including requirements for approval of product, procedures, processes and equipment, requirements for staff qualifications and requirements for IMS. The company ensures the adequacy of specified requirements for purchasing before it is communicated to the supplier.

7.4.3 Verification of purchased product

Company establishes and applies a control or other activities necessary for ensuring that purchased product meets specified purchasing requirements. In the event that the company or the customer intends to perform verification at the supplier company information for purchasing lists intended course validation and method of product release. The steps in the purchasing process is set in PP 037 Materials purchase.

Related documents:

PP 037 Materials purchase

7.4.3.1 Incoming product conformity to requirements

The company demonstrates the quality of purchased products using the methods:

- Adoption of a statistical evaluation of data suppliers
- Initial inspection or testing
- Assessments or audits of production facilities by the other contractor or third party
- Assessment of component by reference laboratory
- Other methods approved by the customer.

Related documents:

PP 008 Incoming and in process control

7.4.3.2 Supplier monitoring

Achieved level of suppliers is monitored using indicators:

- The quality of the product delivered
- failures detected by customer, including products returned by end users,
- Adherence to deliveries time schedule (including the added shipping costs)
- Notifying customers of a special status related to quality or delivery issues.

The organization encourages suppliers to monitor the achieved level of production processes.

Related documents:

PP 006 PPAP

PP 008 Incoming and in process control

PP 017 Selection and evaluation of suppliers

PP 016 Suppliers complaint management

PP 035 Ensuring product quality – PQA

7.5 Production and service provision

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7.5.1 Control of production and service provision

The production plan consists of an assortment of cells, batteries, and spare parts manufactured within the given month. It is prepared on the basis of requirements (internal documents, order documents) from the Customer service department.

The set up of the production plan of final products for the given month is prepared by the MFG/PRO system on the basis of manually inserted work orders. The detailed process is described in PP 043 Production.

Information, which specify characteristics of products and the production process are in the technical documentation at the relevant workplaces.

The suitability of facilities utilised within the production process is verified regularly during preventive inspections.

Monitoring and measuring places for the releasing of products for the shipping are defined in the relevant production regulations and in work regulations.

The internal information system serves for transfers of data and information necessary for the company activities between individual users and for their safe and fast saving. Regulations related to the utilisation of the internal information system are established in the work regulation PP 033 Use of the computing technology.

Protection of environment is resolved in some work regulations, which include references to EN003 Emergency Code, EN005 Waste handling, EN016 Emergency Plan, EN017 Monitoring and measuring, and EN018 Cleaning. It is also in EN023 Industrial waste-water treatment plants and in EN033 Biologic waste water treatment plant.

The handling of chemical agents and preparations is governed by production regulations for operations determined for individual activities, by warehouse operation codes, instructions included in Safety documents and in EN002 Operation Code for the handling of hazardous chemical agents and materials.

The ecologist is responsible for the insertion of legal and other requirements into these documents. Personal protection work equipment, which can be, in some cases, contaminated with oils, fats, or chemicals are collected and liquidated in accordance with processes described in EN 005 Handling of wastes.

Measuring and monitoring of energies are described in EN 017 Monitoring and measuring. The Maintenance manager is responsible for the assessment of energy consumption and its effect on environment.

External companies operate cleaning activities, provide for catering, washing, and security service in the area of Saft Ferak, a.s. Environmental impacts of their activities are resolved in EN 018 Cleaning.

An external company provides for the servicing of products after the warranty on behalf of Saft Ferak, a.s. It has its own facility in the area of Saft Ferak, a.s. The company is bound by a contract to observe all environmental requirements of Saft Ferak, a.s..

An external firm – the supplier of metal parts, leases a workshop of the eccentric press. The company is bound by a contract to observe all environmental requirements of Saft Ferak, a.s.

7.5.1.1 Control plan

The company prepares quality plan for verification production and for serial production of the products supplied. The quality plan summarizes the controls used for process control, including the information required by the customer. Quality plans are reviewed and updated in case of any change affecting product, manufacturing process, measurement, logistics. In the event that it is required by the customer, are quality plans approved by customer after previous review and actualization. The procedure is set out in PP 003 Management of production of technical documentation and data.

7.5.1.2 Work instructions

The company prepares documented work instructions for all employees who are responsible for quality control of products. These instructions are available at each site. Work instructions are derived from the quality plan, safety instructions manuals from the use of machines and equipment. The procedure is set out in PP 003 Management of production of technical documentation and data.

7.5.1.3 Verification of job set – ups

Whenever is the process adjusted, eg when starting work, material change or change the machine, adjustment is verified. The procedure is set out in PP 003 Management of production of technical documentation and data.

7.5.1.4 Preventive and predictive maintenance

The company identifies the device for key processes, provides resources for the maintenance of machinery and equipment. It created an effective system of planned total preventive maintenance. This system includes the activities planned maintenance, packaging and preservation of equipment, instruments and meters, availability of spare parts for key manufacturing equipment, documentation maintenance. The Company uses predictive maintenance methods to continually improve the effectiveness and efficiency of the manufacturing facility. The procedure is set out in PP 023 Maintenance of machines, equipment and tools under preventive care

7.5.1.5 Management of production tooling

The company created system for manufacturing tooling management in accordance with appropriate procedure. Process is described in PP023.

7.5.1.6 Production scheduling

Manufacturing time management is planned so to fulfill customer requirements. Process is described in PP041 and PP043.

7.5.1.7 Feedback of information from service

Not applicable, company do not support service.

7.5.1.8 Service agreement with customer

Not applicable, company do not support service.

Related documents:

PP 003 Management of production and technical documentation and data

PP 043 Production

PP 023 Maintenance of machines, equipment and tools under preventive care

PP 031 Pressure vessels and steam boilers

PP 033 Use of the computing technology

EN 001 Operation Code for the deionizing station

EN 002 Operation Code for the handling of hazardous chemical agents and materials

EN 003 Emergency Code for situations, when the water quality is threatened

EN 005 Handling of wastes

EN 006 Operation Code for operations and maintenance of separators

EN 007 Local Operation Code – Industrial medium-pressure gas duct for natural gas utilised by gas

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facilities in Saft Ferak, a.s.

EN 008 Local Operation Code – Industrial low-pressure gas duct for natural gas utilised by thermal radiators RADIANT with the intake line for boiler room in Saft Ferak, a.s. Raškovice

EN 009 Local Operation Code – Low-pressure gas boiler room of Category III for hygienic loops in Saft Ferak, a.s.

EN 010 Local Operation Code – Low-pressure boiler room of Category II with natural gas intake line leading to the production hall in Saft Ferak, a.s.

EN 011 Local Operation Code – Low-pressure gas boiler room of Category III in Saft Ferak a.s

EN 012 Local Operation Code – STL Steam generator unit CERTUSS JUNIOR 300 with the natural gas intake in Saft Ferak, a.s.

EN 013 Local Operation Code – Pressure station argon + distribution

EN 014 Environmental aspects and their assessment

EN 016 Emergency Plan

EN 017 Monitoring and measuring

EN 018 Cleaning

EN020 Fire regulation for storage 1340HL - components

EN022 Local Operation Code - Material storage for Li-ion manufacturing

EN 023 Industrial waste water treatment plant

EN 025 KOH management and cell formation

EN 026 Creation and maintenance of legal and other requirements

EN 027 Local Operation Code – high-/low-voltage switchboard

EN 033 Biologic waste water treatment plant

EN 037 Operation code – Facility for collecting, purchasing sorting and storing of hazardous wastes – storage of hazardous wastes

EN038 Operation code for air pollution source 101

EN 039 MPR – Material storage for NiCd manufacturing II

EN 040 MPR – storage 1320 HL

EN 041MPR – Material storage for NiCd manufacturing I

EN 042 MPR – technical gases storage

EN 043 MPR – inflammables and chemical substances storage

EN 044 MPR – 2000HV storage

EN045 PR – WWTP – middle source of air pollution

EN046 Fire regulation for alkaline batteries workshop

EN047 Fire regulation for flammable liquids

EN048 Fire regulation for technical gases

EN 049 MPR Maintenance storage

EN050 PMA – Evaluation and control of manufacturing activities

EN051 Fire regulation for lithium batteries assembly workshop

EN052 Rules for dangerous chemicals manipulation in laboratory

EN053 MPR – storage 1340 HL-LIM

EN054 Safety, fire and PMA inspections

EN055 Fire regulation – LIM storage

EN056 Operation code for demi station in nickel plating area

EN057 Li-ion cells, modules, batteries deactivation

EN058 Safety rules for manipulation with Li-ion cells, modules and batteries

EN060 Rules for EPS

EN061 MPR - Material storage for NiCd manufacturing III

EN062 Safety rules for lifting devices

EN063 MPBP for charging and measuring of cells capacity on formation area

Safety program for major accident prevention

7.5.2 Validation of processes for production and service provision

It is performed validation of manufacturing processes in case that it is not possible by subsequent monitoring or measuring verify the final product. These processes are welding and soldering. Validation is performed according to the relevant working instructions, by leakage testing or destructive testing.

Related documents:

PP 003 Management of production of technical documentation and data

7.5.2.1 Validation of processes for production and service provision - supplemental

Requirements in 7.5.2 are valid for all processes of serial manufacturing and service offering.

PP 003 Management of production of technical documentation and data

PP 004 APQP

7.5.3 Identification and traceability

Purpose of the product and service identification, after controls and tests, is to ensure that only products and services, which succeeded in controls and tests, are expedited.

Company during product realization uniquely identifies products. The company identifies the product status with respect to monitoring and measurement requirements. The company uses a system of traceability and records the unique identification of the product.

Related documents:

PP043 Manufacturing

PP 013 Shipping

PP 045 Warehousing

PP 046 Storage of finished products

EN020 Fire code for storage 1340HL – components

EN022 Local Operation Code - Material storage for Li-ion manufacturing

EN 039 MPR – Material storage for NiCd manufacturing II

EN 040 MPR – storage 1320 HL

EN 041MPR – Material storage for NiCd manufacturing I

EN 042 MPR – technical gases storage

EN 043 MPR – inflammables and chemical substances storage

EN 044 MPR – 2000HV storage

EN 053 MPR – storage 1340 HL-LIM

EN 044 MPR – maintenance storage

EN061 MPR - Material storage for NiCd manufacturing III

7.5.4 Customer property

The company manages the assets of the customer if the company uses it, including returnable packaging and intellectual property of the customer. The company identifies, verifies, protects and secures customer property provided for use or incorporation into the product. In the event that any customer property is lost, damaged or found to be unsuitable for use, the company announces to the customer and maintain relevant records.

7.5.4.1 Customer – owned production tooling

Manufacturing, testing and inspection equipment, tools and customer equipment must be permanently labeled so as to indicate ownership of each item and that could be addressed.

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7.5.5 Preservation of product

The company maintains compliance of the product during internal processing and delivery to the intended destination. This includes maintaining compliance identification, handling, packaging, storage and protection.

Manager of the Purchasing department is responsible for the preparations and maintenance of regulations governing the acceptance, unpacking, storage, and handling in warehouses or outside in Saft Ferak, a.s., according to EN 020.

He is also responsible for the preparations and maintenance of regulations governing the handling of materials and components and their storage in the production, according to PP 045. The handling, packing, and storage of products in the Storage of finished products is governed by PP 046 and EN 020.

The traffic of vehicles is described in PP 014 Transport Code for the traffic of motor vehicles and trucks. All waste, which occurs in connection with the traffic of vehicles in Saft Ferak, a.s., is removed within the framework of the waste management, according to EN 005 Handling of wastes.

Manager of the Engineering section prepares and maintains regulations governing the transport packing of finished products in accordance with national and international requirements, see VP 500/01 Packing of cells and batteries.

When a delivery must be postponed (a late delivery), customers are informed immediately as soon as the delay became clear. Missing or damaged goods are replaced immediately.

Related documents:

VP 500/01 Packing of cells and batteries
VP 500/02 Packing of primary cells and Intenzium batteries
VP 500/03 Packing of LIM batteries including accessories
VP 500/04 Packing of ESS batteries including accessories
VP 500/05 Packing of Kion batteries
PP 045 Warehousing
PP 046 Storage of finished products
EN 005 Handling of wastes
EN020 Fire code for storage 1340HL – components
EN022 Local Operation Code - Material storage for Li-ion manufacturing
EN 039 MPR – Material storage for NiCd manufacturing II
EN 040 MPR – storage 1320 HL
EN 041MPR – Material storage for NiCd manufacturing I
EN 042 MPR – technical gases storage
EN 043 MPR – inflammables and chemical substances storage
EN 044 MPR – 2000HV storage
EN 053 MPR – storage 1340 HL-LIM
EN061 MPR - Material storage for NiCd manufacturing III

7.5.5.1 Storage and inventory

The company inspects in planned intervals the product status on stock so to detect possible damage. The company use FIFO. Obsolete or damaged product is managed the same as nonconforming product.

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Related documents:

PP 045 Warehousing

PP 044 Management of nonconforming products

7.5.6 Operational control

The company has identified and planned the operations and activities that are associated with the identified significant environmental aspects in line with the EMS policy, objectives and targets so that they are carried out under specified conditions, namely:

- establishing, implementing and maintaining documented procedures, which could lead to deviation from the EMS policy, objectives and targets,
- establishing of operational criteria in these procedures,
- establishing, implementing and maintaining procedures for the identified significant environmental aspects and communication of relevant procedures and requirements to suppliers, including contractors.

EN 001 Operation Code for the deionizing station

EN 002 Operation Code for the handling of hazardous chemical agents and materials

EN 003 Emergency Code for situations, when the water quality is threatened

EN 005 Handling of wastes

EN 006 Operation Code for operations and maintenance of separators

EN 007 Local Operation Code – Industrial medium-pressure gas duct for natural gas utilised by gas facilities in Saft Ferak, a.s.

EN 008 Local Operation Code – Industrial low-pressure gas duct for natural gas utilised by thermal radiators RADIANT with the intake line for boiler room in Saft Ferak, a.s. Raškovice

EN 009 Local Operation Code – Low-pressure gas boiler room of Category III for hygienic loops in Saft Ferak, a.s.

EN 010 Local Operation Code – Low-pressure boiler room of Category II with natural gas intake line leading to the production hall in Saft Ferak, a.s.

EN 011 Local Operation Code – Low-pressure gas boiler room of Category III in Saft Ferak a.s

EN 012 Local Operation Code – STL Steam generator unit CERTUSS JUNIOR 300 with the natural gas intake in Saft Ferak, a.s.

EN 013 Local Operation Code – Pressure station argon + distribution

EN 014 Environmental aspects and their assessment

EN 016 Emergency Plan

EN 017 Monitoring and measuring

EN 018 Cleaning

EN020 Fire code for storage 1340HL – components

EN022 Local Operation Code - Material storage for Li-ion manufacturing

EN 023 Industrial waste water treatment plant

EN 025 KOH management and cell formation

EN 026 Creation and maintenance of legal and other requirements

EN 027 Local Operation Code – high-/low-voltage switchboard

EN 033 Biologic waste water treatment plant

EN 034 Flood plan

EN 037 Operation code – Facility for collecting, purchasing sorting and storing of hazardous wastes – storage of hazardous wastes

EN038 Operation code for air pollution source 101

EN 039 MPR – Material storage for NiCd manufacturing II

EN 040 MPR – storage 1320 HL

EN 041MPR – Material storage for NiCd manufacturing I

EN 042 MPR – technical gases storage

EN 043 MPR – inflammables and chemical substances storage

EN 044 MPR – 2000HV storage

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EN045 PR – WWTP – middle source of air pollution
EN046 Fire regulation for alkaline batteries workshop
EN047 Fire regulation for flammable liquids
EN048 Fire regulation for technical gases
EN 049 MPR Maintenance storage
EN050 PMA – Evaluation and control of manufacturing activities
EN051 Fire regulation for lithium batteries assembly workshop
EN052 Rules for dangerous chemicals manipulation in laboratory
EN053 MPR – storage 1340 HL-LIM
EN054 Safety, fire and PMA inspections
EN055 Fire regulation – LIM storage
EN056 Operation code for demi station in nickel plating area
EN057 Li-ion cells, modules, batteries deactivation
EN058 Safety rules for manipulation with Li-ion cells, modules and batteries
EN060 Rules for EPS
EN061 MPR - Material storage for NiCd manufacturing III
EN062 Safety rules for lifting devices
EN063 MPBP for charging and measuring of cells capacity on formation area

Safety program for major accident prevention

7.6 Control of monitoring and measuring equipment

The Company determines the monitoring and measurement to be performed, and then monitoring and measuring devices needed to provide evidence of product conformity with the specified requirements.

Company created processes to ensure that monitoring and measurement can be carried out and are carried out in a manner that is consistent with the requirements for the monitoring and measurement.

The measuring device is specified intervals or prior to use calibrated or verified against measurement standards traceable to international or national standards.

The measuring device is identified so that it can determine the calibration status, ensured before such adjustment that would invalidate the measurement result, protected from damage and deterioration during handling, maintenance and storage.

In addition, the Company assesses and records the validity of the previous measuring results when it is found that the measuring device does not match the requirements. If necessary, the company with the equipment and any product concerned takes appropriate action. The company maintains a record of the results of calibration and verification.

If a company in the monitoring and measurement of specified requirements to use computer software, is confirmed by its ability to meet the intended application. This confirmation is done before initial use, or repeats in the specified intervals.

Calibration of work measuring devices (hereinafter called the "measuring devices" only) belongs among metrological activities, where any possible mistakes can substantially influence results of production or control activities.

Calibration and the measuring devices verification are purchased services. An external firm also maintains the registration of measuring devices. The authorised employee from Testing facility is responsible for the co-operation with this firm. He always gets, one month before, the list of measuring devices, which must be collected for calibration.

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The process of these activities is described in the Metrological Code, which has been issued as PP 002.

Related documents:

PP 002 Metrological Code
EN 017 Monitoring and measuring

7.6.1 Measurement system analysis

7.6.2 Calibration/verification records

7.6.3 Laboratory requirements

7.6.3.1 Internal laboratory

7.6.3.2 External laboratory

8. MEASUREMENT, ANALYSIS, AND IMPROVEMENT

8.1. General

The company plans to apply a process of monitoring, measurement, analysis and improvement that are needed to demonstrate conformity of the product to ensure compliance IMS and IMS continually improve the effectiveness. This includes the accurate determination of applicable methods, including statistical methods, and the extent of their use.

8.1.1 Identification of statistical tools

During the planning of the quality of the product determined by appropriate statistical tools and these are included in the plan of the product. The procedure is set out in PP 007 Statistical methods.

Related documents:

PP 007 Statistical methods

8.1.2 Knowledge of basic statistical concepts

Basic statistical concepts identified are in the company understand and use.
The procedure is set out in PP 007 Statistical methods.

Related documents:

PP 007 Statistical Methods

8.2 Monitoring and measurement

8.2.1 Customer satisfaction

Dealers of the company Saft make an important source of information about the customer satisfaction. Other good sources of information are various seminars, the participation in exhibitions, and personal meetings with customers. There are surveys with questionnaires organised regularly. Their regulations are in PP047 Measuring of the customer satisfaction.

8.2.1.1 Customer satisfaction - supplemental

In the ongoing performance evaluation of implementation processes company monitors customer satisfaction. Performance indicators are based on objective data and include quality indicators of the supplied product, failures at the customer, including products returned from stage of use, performance indicators regarding on time deliveries, as well as monitoring of the cases of additional transport costs,

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customer communications regarding problems with the quality or delivery.

Related documents:

PP 047 Measuring of the customer satisfaction

8.2.2 Internal audit

The Company periodically performs internal audits to determine whether the IMS meets planned activities, whether it meets the requirements of the standards and requirements set by the IMS and that is IMS effectively implemented and maintained. Internal audit program is planned with regard to the status and importance of the processes and areas to be subjected to internal audits, as well as the results of previous audits. There are performed internal IMS audits of the manufacturing process and product audits. The audit criteria, scope of the audit, the frequency and methods of audits are properly set. Selection of auditors and conduct of audits ensure objectivity and impartiality of the audit process. The auditors do not audit their own work. In a documented procedure are set out responsibilities and requirements for planning and conducting audits, and for reporting results and maintaining records . Management is responsible for the audited area ensures that no unnecessary delay measures are taken to eliminate detected nonconformities and their causes. Downstream activities include verification of the actions taken and the reporting of verification results.

8.2.2.1 Quality management system audit

The company undergoes its IMS audits in accordance with the plan to verify compliance with the standard and all additional requirements on IMS.

8.2.2.2 Manufacturing process audit

The company audits in accordance with the program audit each manufacturing process to determine its effectiveness.

8.2.2.3 Product audit

The company audits in accordance with the audit plan the products at appropriate stages of production and delivery, to verify compliance in specified intervals with all specified requirements, such as eg. product dimensions, functionality, packaging, marking.

8.2.2.4 Internal audit plans

Internal audits cover all processes, activities and work shifts and are scheduled according to an annual program. If there are any internal or external nonconformities or customer complaints, audit frequency is increased accordingly. For each audit are used specific checklists.

8.2.2.5 Internal audit qualification

The company uses the internal auditors or external auditors who are qualified to audit the requirements of ISO / TS 16949:2009.

The procedure is set out in PP 039 Internal audits.

Related documents:

PP 039 Internal Audits

8.2.3 Monitoring and measurement of processes

Monitoring and measuring of processes is done by the evaluation of indicators set for selected

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processes. These indicators are evaluated at least once a month at meetings of the management called Indicators.

Saft Ferak, a.s. participates also in the programme of changes called the "WORLD CLASS". This programme is aimed at the industrial excellence – the improvement of the entire company performance also from the customer point of view and his increasing requirements.

There have been 10 evaluation criteria defined (customer focus, quality, deliveries, management, human resources, 5S and safety, machinery equipment, inventories, purchasing, innovations, and environment).

These criteria are used for the assessment of all Saft factories. Results of the audit allow for the measurement of the length of the route to the industrial excellency and for the definition of an action plan.

A special stress is put on the monitoring and measuring of parameters, which make parts of legal and other requirements (e.g. limits of the released contamination). The ecologist monitors these parameters and she informs the management. She does so with the exception of the work air pollution, which is the responsibility of the Human resources manager.

When external companies organise the monitoring and measuring on the basis of an order, the company must present their qualification documents prior the execution of any contracts.

Related documents:

Minutes from the Indicators meeting
Results of the World Class audit

8.2.3.1 Monitoring and measurement of manufacturing processes

The company carries out a study of new production processes, including installation for additional input for process control. Study results are documented together with technical regulations, where appropriate, for the purpose of manufacturing, measurement, testing and maintenance instructions. These documents must include targets for capability, reliability, maintainability and readiness of manufacturing processes and acceptance criteria.

The company maintains manufacturing processes capability and performance as specified in the customer requirements for process approval for product manufacturing. The company ensures implementation of quality plans and process flow diagrams, including adherence to the specified measurement methods, sampling plans, acceptance criteria and response plans, when acceptance criteria are not met.

For characteristics that are either unstable or not capable, reaction plan is initiated. These reaction plans include separation of the products and either 100% control, or other appropriate response given by the severity of the problem. The company develops a corrective actions plan with specified terms and responsibilities to ensure stable and capable process. Plans are reviewed and approved by the customer, if required.

The company keeps records of the dates of the effectiveness of process changes.

Related documents:

PP 007 Statistical Methods
PP 003 Management of production and technical documentation and data

8.2.4 Monitoring and measurement of product

The company monitors and measures the characteristics of the product to verify that product requirements have been met. These activities are carried out at appropriate stages of the product realization process in accordance with planned activities. Evidence of conformity with the acceptance criteria are maintained. The records report person or persons approving product release. Product release does not proceed until they have satisfactorily completed the planned activities, unless that customer has approved otherwise.

8.2.4.1 Layout inspection and functional testing

For each product, at sufficiently frequent intervals as specified in the quality plan, performs a full dimensional check, with full dimensional control means a complete measurement of the dimensions of the products listed in the records of the design and then implementing authentication functionality, taking into account the applicable standards of the customer material and function. Results are available for review by the customer.

8.2.4.2 Appearance items

For products designated by the customer as a "Appearance items", the company provides appropriate resources including lighting for evaluation, reference patterns of color, texture, gloss, metallic brilliance, texture, and also maintains and manages visual samples and control means. Also verifies that the personnel undertaking appearance items are for this activity professionally competent and qualified

PP 008 Incoming and in process control
PP 009 Chemical manual
PP 011 Work activities in the Testing Rooms No. 1 and No. 2
PP 018 Outgoing inspection
PP021 Li-ion cells capacity tests
PP 049 Capacity tests of YUASA plates
PP 038 Batch acceptance test
PP 044 Management of nonconforming products
PP 058 Technical inspection of YUASA plates

8.3 Control of nonconforming products

The purpose of this chapter is the determination of specific processes, which ensure that a product, which does not comply to established requirements, is:

- Marked and isolated,
- The non-compliance is assessed from the point of view of a possible repair,
- Repaired and again controlled after the repair,
- Liquidated, in the case when it cannot be repaired.

Management of non-complying products consists of:

- Claims against suppliers, according to principles described in PP 016,
- Own nonconforming products, the management of which is described in PP 044,
- Customer claims, according to principles described in PP 019.

Company ensures, that product which does not conform to product requirements, is identified and controlled to prevent its unintended use or delivery. Management and related responsibilities and authorities for dealing with nonconforming product are defined in a documented procedure. Unidentified product or product in suspected status is classified as nonconforming.

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The company keeps records about the nature of nonconformities and about any subsequent actions taken, including acquired exceptions. If the nonconforming product is corrected, it is subject to re-verification to demonstrate conformity with the requirements. Where the non-conforming product is detected after delivery or after the commencement of its use, the company implements measures corresponding to the consequences of non-compliance or potential consequences of non-compliance.

8.3.1 Control of nonconforming product – supplemental

Product in unidentified or suspected status is classified as nonconforming product.

8.3.2 Control of reworked product

The company ensures that operators have instructions for product reprocessing including requirements for re-inspection. The company guarantees compliance with these instructions, according to PP 044 Control of non-conforming products.

8.3.3 Customer information

In the case that the nonconforming product has been shipped, the company promptly notify the customer, according to PP 012 Order Processing.

8.3.4 Customer waiver

If the product or production process differs from the current approval, the company guarantees to obtain a new approval or has approved the deviation. The company keeps a record of the date of expiry of the deviation or the approved amount. The company guarantees that till the deviation expiry ensures compliance with the original or new specifications and requirements. If this happens, the supplies are sent based on a special release, properly identified on each shipping container. The same principle applies to the purchased products. In the event of such a situation, the company will approve all supplier requests, before they are presented to the customer. The procedure is set out in PP 044 Management of nonconforming products.

Related documents:

PP 012 Order processing
PP 016 Management of supplier claims
PP 019 Management of customer claims
PP 044 Management of nonconforming products
F 009 Claims – process in MFG Pro

8.3.5 Emergency preparedness and response

There has been an Emergency Plan prepared in Saft Ferak, a.s. It has been based on legal and other requirements and on identified risks. There are potential accidents and threats identified in the Emergency Plan.

An extraordinary stress has been put on the prevention of accidents. The preventive provisions within the Emergency Plan cover the air protection, handling of hazardous wastes, storage and handling of hazardous chemicals, and the fire prevention. There are processes resolving possible emergency situations included in the Emergency Plan. The Plan includes descriptions of activities, which must be done in reaction to emergency situations in order to lessen any impacts on the environment, which could occur in connection with accidents.

Preventive measures and processes resolving possible emergency situations, especially leaks of dangerous chemicals and solutions for the environment related to water, are described in the

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Emergency Plan for the case, when the quality of water is under any threat.

Material and human readiness and contacts with an outside help are regularly tested in order to ensure fast reactions in cases of an emergency.

Related documents:

EN 003 Emergency Code for cases, when the quality of water is threatened

EN 016 Emergency Plan

EN 034 Flood Plan

Safety program for major accident prevention

EN050 PMA – Evaluation and control of manufacturing activities

EN059 Instructions in case of accident during manipulation with Li-ion cells, modules and batteries

8.4 Analysis of data

The data analysis is based on measuring and monitoring activities. It relates mostly to data informing about the customer satisfaction, the data from results of control tests, data about the efficiency of processes, evaluation of suppliers, etc. Results of the data analyses are further utilised for partial solutions, preventive actions, improvement actions up to the strategic decision making within the company.

Results of analyses are discussed at the Indicators meetings, or at other separate meetings.

8.4.1 Analysis and use of data

The Company analyzes the progress of trends in quality and operational performance against targets, leading to measures to support the development priorities for urgent solutions of problems relating to customers, identifying key trends relating to customers and relationships with them in order to support the review of the status, decision making and long-term planning. If possible, data is compared with data of benchmarking within the group SAFT. The procedure is set out in PP 007 Statistical methods.

Related documents:

PP 007 Statistical Methods

8.5 Improvement

8.5.1 Continual improvement

Saft Ferak a.s. continuously improves the efficiency of the Integrated Management system by the utilisation of the Integrated Management policy, quality goals, environmental goals, audit results, and by the company management reviews.

The permanent monitoring of key characteristics of individual processes is the fundamental obligation of all workers, the activities of whom are directly or indirectly influenced by the integrated management. Managers establish or organise the acceptance of corrective or preventive actions, according to the importance of found nonconformities, or the envisaged impact of the assessed risk.

The continuous improvements take place through business plans and with the utilisation of the KAIZEN method and 5S method..

8.5.1.1 Continual improvement of the organization

The Company defines and implements a process of continuous improvement

8.5.1.2 Manufacturing process improvement

Continuous improvement is focused on the control and reduction of variability parameters of products and manufacturing processes, that are documented in the quality plan. Continuous improvement is applied once the manufacturing processes are capable and stable or product characteristics are predictable and meet customer requirements.

The procedure is set out in PP 007 Statistical methods.

Related documents:

PP 007 Statistical Methods

PP 024 5S

PP 028 Improvement proposals

8.5.2 Corrective actions

Corrective actions serve for the limitation of repeated occurrence of defect causes and nonconformities and as the preventive measure to stop similar defects and non-compliances.

The following materials help in the establishment of corrective actions:

- Data about customer complaints,
- Data about utilised claims,
- Protocols from internal audits,
- Knowledge received from audits executed by external organisations,
- Meeting outputs,
- Measuring processes' outputs,
- Operative findings.

The management representative for the integrated management verifies any actions accepted for the remedy of problems, including their effectiveness in the area of quality.

Nonconformities and resources for the determination of corrective actions may be also identified as follows:

- During control activities of the ecologist or the representative of the company management for the integrated management,
- During observations made in processes, which influence the environment,
- During the analysis of results from monitoring and measuring,
- During the analysis of claims and other reactions of the public,
- During the analysis of observations made by an inspection organisation, institution of the state administration, or by a customer,
- During the analysis of problems connected with sub supplies.

Each worker, who finds any non-compliance, is obliged to report it in writing to the ecologist, or the IMS representative.

The ecologist must appropriately document the non-compliance.

Small non-compliances – the cause is known and the non-compliance can be resolved in a short time. In such a case, only the ecologist documents the date and the way of the non-compliance solving.

To solve big nonconformity the nonconformity record is issued. The IMS representative issues the form and delegates an employee, who will become responsible for the determination of a corrective or preventive actions and its fulfilment.

8.5.2.1 Problem solving

The company has a defined process for problem solving leading to the identification and elimination of root causes of problems. The company uses customer prescribed form for solving the problem, if it was set so. 8D method is used, according to PP 005 Nonconformities and corrective actions.

8.5.2.2 Error – proofing

The organization uses in its processes for corrective actions methods of protection against errors.

8.5.2.3 Corrective action impact

The organization uses applied corrective measures and management methods for other similar processes and products, to eliminate the cause of the nonconformity.

8.5.2.4 Rejected product test/analysis

In the case of customer nonconformity, the Company analyzes the products rejected by the customer. Company minimizes the cycle time of the process. Cycle time related to rejected product analysis is consistent with the determination of root causes, with corrective action and monitoring the effectiveness of the application. Records of these analyzes are maintained and are available upon request. The Company performs analysis and initiate corrective action to prevent recurrence.

The procedure is set out in PP 005 Nonconformities and corrective actions and PP 019 Management of customer claims.

Related documents and records:

PP 005 Nonconformities and corrective actions
PP 019 Management of customer claims

8.5.3 Preventive action

The Company identifies measures to eliminate the causes of potential nonconformities to prevent their recurrence. Preventive measures are adequate to impacts of potential problems. There is created a documented procedure for determining the requirements to set potential nonconformities and their causes, evaluating the need for preventive measures to stop the occurrence of nonconformities, determining and implementing preventive measures.

Results of the preventive measures are recorded as well as their follow up.

Resources of possible potential nonconformities are as follows:

- Possible threat by competitors
- Production costs, nonquality costs
- Results of monitoring and measuring
- Customer dissatisfaction.

The preventive measures include FMEA analysis, improvement proposals and measures resulting from them. Procedure is written in PP 040 Preventive actions.

Related documents:

PP 040 Preventive actions

PP 026 FMEA

PP 028 Improvement proposals

Table of correlations between the Integrated Management System and ČSN EN ISO 14001:2005

ČSN EN ISO 9001:2009		ČSN EN ISO 14001:2005	
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Requirements on documentation	4.2		
General requirements on documentation	4.2.1	4.4.4	Documentation of the environment management system
Integrated Management Manual	4.2.2	4.4.4	Documentation of the environment management system
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Responsibility and authorisation	5.5.1	4.4.1	Structure and responsibility
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Inspections by the company management	5.6	4.6	Inspections by the company management
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Processes related to customers	7.2		
Establishment of requirements on products	7.2.1	4.3.1 4.3.2 4.4.6	Environmental aspects Legal and other requirements Management of operations
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ČSN EN ISO 9001:2009		ČSN EN ISO 14001:2005	
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Purchasing	7.4	4.4.6	Management of operations
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