

## ORGANIZATION MANUAL

Identity Code:  
Organization manual

Rev. 05 Date: 21 06 2019

# ORGANIZATION MANUAL

of **NEXT TURBO TECHNOLOGIES S.P.A**

## INTEGRALLY GEARED SINGLE STAGE TURBOCOMPRESSORS

Modern, Highest Efficiency and smart in all aspects.

We provide reliable, proven technology for a competitive price

**Reference Standard:**

**ISO 9001:2015**



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**FOREWORD**

The purpose of this section is to introduce the Management System applied by Next Turbo Technologies S.p.A, providing the elements necessary to understand, arrange and apply them, in accordance with in-house ORGANIZATION, in the context in which the company operates and the activities it develops and performs.

In this manual it is described how the Management System realised and applied in the company (with reference to the operating procedures that describe the responsibilities, activities to be carried out, documented information to be kept etc) can meet the requirements of the contractual (and non) terms that the ORGANIZATION has decided to apply.

**CONTEXT, ACTIVITY AND MISSIONS OF THE COMPANY**

Next Turbo Technologies S.p.A (from here on indicated with the abbreviation: NTT) has been founded, convinced that turbo-compressors are a prerequisite in the municipal and industrial waste waters cleaning sector.

The team of founders incorporate decades of experience in the turbo-compressors sector and have studied in-depth the need to construct highly efficient machines, but that at the same time are sturdy and versatile, with a production as much as possible in line with lean-structure best practices.

The company has been structured with a standardised and rationalized production and procurement, while maintaining maximum customization for orders in terms of performance and supply purpose.

For NTT the primary target does not finish with the supply of a highly efficient turbo-compressor, but also includes solutions integrated (engineering, process automation) with long-term aftermarket assistance .

NTT concentrates the necessary skills in research and development, *inhouse* assembly and trials, while using specialised suppliers for the mechanical processing (foundry, metal-working).

The NTT ORGANIZATION includes and endorses the “scope” of standard ISO 9001:2015 and hence considers that it must not only demonstrate to the customer that it is able to supply the products that meet their requirements and expectations and the cognitive requirements applicable, but also to increase their satisfaction by effective application of the quality management system and the process of continual enhancement.

Maximum quality and innovation, product reliability with no compromises, excellent price /quality ratio, punctuality in response to the actual needs of the customer and an international and structured sales and services ORGANIZATION are the “*Unique Selling Proposition*” of NTT.

The values of NTT are the attainment of maximum satisfaction for the customer, who can always feel secure in the serenity of the management, while the Next Turbo compressors work in his plant. Having attained this result means that the targets of NTT have been met.

The most important market of NTT is the application of internally geared compressors in the ventilation process for municipal and industrial waste water cleaning plants at international level. In this sector the competency and reputation of the founders are acknowledged world-wide. With the special features offered and the targets set by the

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Management, the objective of NTT is to procure an important slice of the market and in a short time reach a position of a world leader.

**REQUIREMENTS AND EXPECTATIONS OF THE INTERESTED PARTY**

INTERESTED PARTY	REQUIREMENTS
CUSTOMERS	<ul style="list-style-type: none"> <li>• Trade agreements</li> <li>• Documentation provided with the product</li> <li>• Warranties</li> <li>• Maintenance/ assistance</li> <li>• Sale of spare parts</li> <li>• Competitive prices</li> <li>• After-sale service</li> <li>• Respect of product conformity</li> <li>• Delivery punctuality</li> <li>• Prevention or at least reduction of possible unexpected or undesired situations</li> <li>• Continual enhancement</li> </ul>
SUPPLIERS	<ul style="list-style-type: none"> <li>• Correct qualification and assessment of the activity</li> <li>• Punctuality in payments</li> <li>• Communication of product requirements and times required</li> <li>• Continuity in the orders</li> </ul>
SUPERVISORY AUTHORITIES/INSTITUTES	<ul style="list-style-type: none"> <li>• Observance of the standards in force regarding safety and environment</li> <li>• Practices applied for the issue of permits and authorisations</li> <li>• Responsiveness regarding themes of safety. environment</li> <li>• Observance of Customs regulations</li> <li>• Observance of labour laws</li> <li>• Observance of tax- social security payments</li> </ul>
WORKERS	<ul style="list-style-type: none"> <li>• Instruction/training/vocational training</li> <li>• Positive business climate</li> <li>• Professional growth</li> <li>• Continuity of employment</li> <li>• Adequate income</li> <li>• Protection of rights</li> <li>• Participation in business policy, the targets and the tactics</li> </ul>
SHARE HOLDERS	<ul style="list-style-type: none"> <li>• Continuity of economic growth</li> <li>• Administrative protection, of investments and the company assets generally</li> <li>• Transparency in internal information</li> <li>• Continual supervision of internal processes of the ORGANIZATION system</li> </ul>
BANKING INSTITUTIONS	<ul style="list-style-type: none"> <li>• Financial guarantees</li> <li>• Solvency and punctuality in payments</li> <li>• Investments</li> <li>• Movable and immovable property as guarantee for financing granted</li> </ul>
DISTRIBUTORS/DEALERS	<ul style="list-style-type: none"> <li>• Commercial agreements</li> <li>• Working continuity</li> <li>• After-sale service</li> </ul>

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**DEFINITION OF THE SCOPE OF THE QUALITY MANAGEMENT SYSTEM  
and FIELD OF APPLICATION**

NTT has adopted a management system for quality in conformity with the requirements of standard ISO 9001:2015, aimed to:

- demonstrate the capacity of NTT to supply systematically, and in regulated areas, products able to meet the requirements of the customers;
- assure that it is aimed at customer satisfaction by means of an effective management of the quality system, including the processes regarding continual enhancement and prevention of non-conformity.

To do so, NTT has implemented an approach based on processes through the application of the procedures (where necessary) and has provided an ORGANIZATION structure able to manage the processes stated, that can be verified through the ORGANIZATION chart and the job description of all the company function having importance for the quality. The Quality Management System is applicable for the processes specified and listed herein.

In applying its Quality Management System, NTT does not exclude any of the requirements of the reference standard UNI EN ISO 9001:2015.

The subject of the certification is the following:

**Design, production, start-up and assistance  
of integrally geared single stage turbo-compressors**

*It is underlined that the process regarding sale of spare parts and supply of sound-proof cabins are not subject-matter of the certification*

NTT has applied the approach for the processes in the development actuation and improvement of the effectiveness of the Quality Management System.

NTT has also described its own production process, highlighting the various sub-processes, the relative inputs, the outputs, and the check-points.

NTT assures that the processing is entrusted to selected suppliers after a careful assessment, by the stipulation of a contract and verification of conformity to the requirements specified by NTT.

The schematics of every process, interaction of it elements, assembly points, monitoring and measuring points and all else that is necessary for the control are specified in specific documentation as defined in the subsequent sections.

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MAPPING OF THE PROCESSES

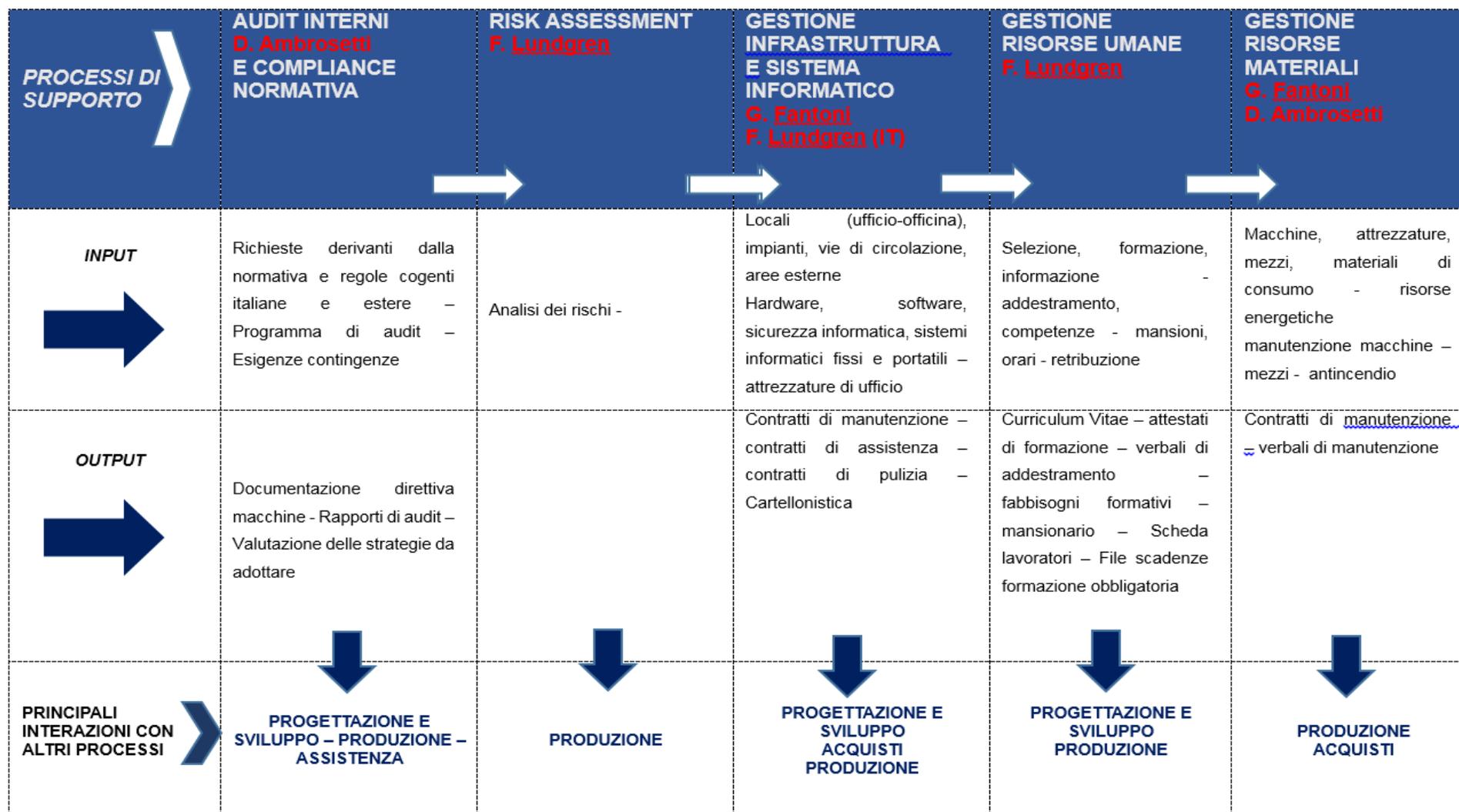
PROCESSI PRINCIPALI	PROGETTAZIONE commessa + SVILUPPO nuovi prodotti <b>Stefan Lundgren</b>	GESTIONE COMMESSA (vendite + commerciale + pianificazione produzione + gestione cliente) <b>R. Parco D. Ambrosetti F. Lundgren</b>	ACQUISTI <b>D. Ambrosetti</b>	PRODUZIONE <b>S. Lundgren G. Fantoni (assemblaggio meccanico) F. Bellò (Produzione elettrica HW e SW)</b>	LOGISTICA IN USCITA <b>D. Ambrosetti</b>	ASSISTENZA <b>F. Lundgren</b>
<b>INPUT</b>	<ul style="list-style-type: none"> <li>Esigenze del mercato</li> <li>Richieste del cliente</li> <li>Componentistica del prodotto</li> <li>Requisiti normativa cogente</li> <li>Informazioni estrapolate da precedenti progetti</li> <li>Considerazioni legate al budget</li> <li>Analisi delle risorse</li> <li>Potenziali conseguenze per eventuali malfunzionamenti</li> </ul>	<ul style="list-style-type: none"> <li>Richieste del cliente</li> <li>Componentistica del prodotto</li> <li>Requisiti dei Paesi Esteri</li> <li>Informazioni comunicate dai distributori</li> <li>Considerazioni legate al budget</li> <li>Analisi delle risorse e delle tempistiche di produzione</li> </ul>	<ul style="list-style-type: none"> <li>Valutazioni e scelta dei fornitori</li> <li>Valutazione dei tempi di consegna della merce</li> <li>Valutazione dei materiali a magazzino</li> <li>Valutazione del budget di commessa</li> </ul>	<ul style="list-style-type: none"> <li>Disegni del prodotto</li> <li>Predisposizione "isola"</li> <li>Manuale di assemblaggio</li> <li>Strumenti di misura</li> <li>Punti critici per le misurazioni</li> <li>Distinta materiale (Bom)</li> <li>Requisiti commessa</li> </ul>	<ul style="list-style-type: none"> <li>Richieste del cliente</li> <li>Analisi del prodotto per la scelta dell'imballo adeguato</li> <li>Valutazione del budget di commessa</li> </ul>	<ul style="list-style-type: none"> <li>Richieste del cliente</li> <li>Manutenzione periodica</li> <li>Rapporto di intervento</li> </ul>
<b>OUTPUT</b>	<ul style="list-style-type: none"> <li>Disegni di assieme e disegni di dettaglio</li> <li>Specifiche</li> <li>Distinta materiale (Bom)</li> <li>Calcoli</li> <li>Manuali d'uso</li> <li>Procedura - Check list</li> </ul>	<ul style="list-style-type: none"> <li>Ordine del cliente</li> <li>Conferma d'ordine al cliente</li> <li>Distinta materiale (Bom)</li> <li>Ordini di produzione</li> <li>Procedura</li> <li>Customer Satisfaction</li> <li>Sito web e configuratore, brochure, fiere nazionali e internazionali</li> </ul>	<ul style="list-style-type: none"> <li>Ordine ai fornitori</li> <li>Conferme d'ordine dei fornitori</li> <li>Procedura</li> <li>Lista fornitori qualificati</li> <li>Expediting</li> </ul>	<ul style="list-style-type: none"> <li>Lista e dettagli controlli operativi</li> </ul>	<ul style="list-style-type: none"> <li>Prodotto finito</li> <li>Imballo</li> <li>Bolle di spedizione</li> <li>Packing List</li> </ul>	<ul style="list-style-type: none"> <li>Offerta di intervento</li> <li>Rapporto di assistenza</li> </ul>
PRINCIPALI INTERAZIONI CON ALTRI PROCESSI	GESTIONE COMMESSA ACQUISTI PRODUZIONE	PROGETTAZIONE ACQUISTI PRODUZIONE LOGISTICA IN USCITA ASSISTENZA	PROGETTAZIONE GESTIONE COMMESSA PRODUZIONE LOGISTICA	PROGETTAZIONE GESTIONE COMMESSA LOGISTICA IN USCITA	GESTIONE COMMESSA PRODUZIONE	PROGETTAZIONE GESTIONE COMMESSA PRODUZIONE

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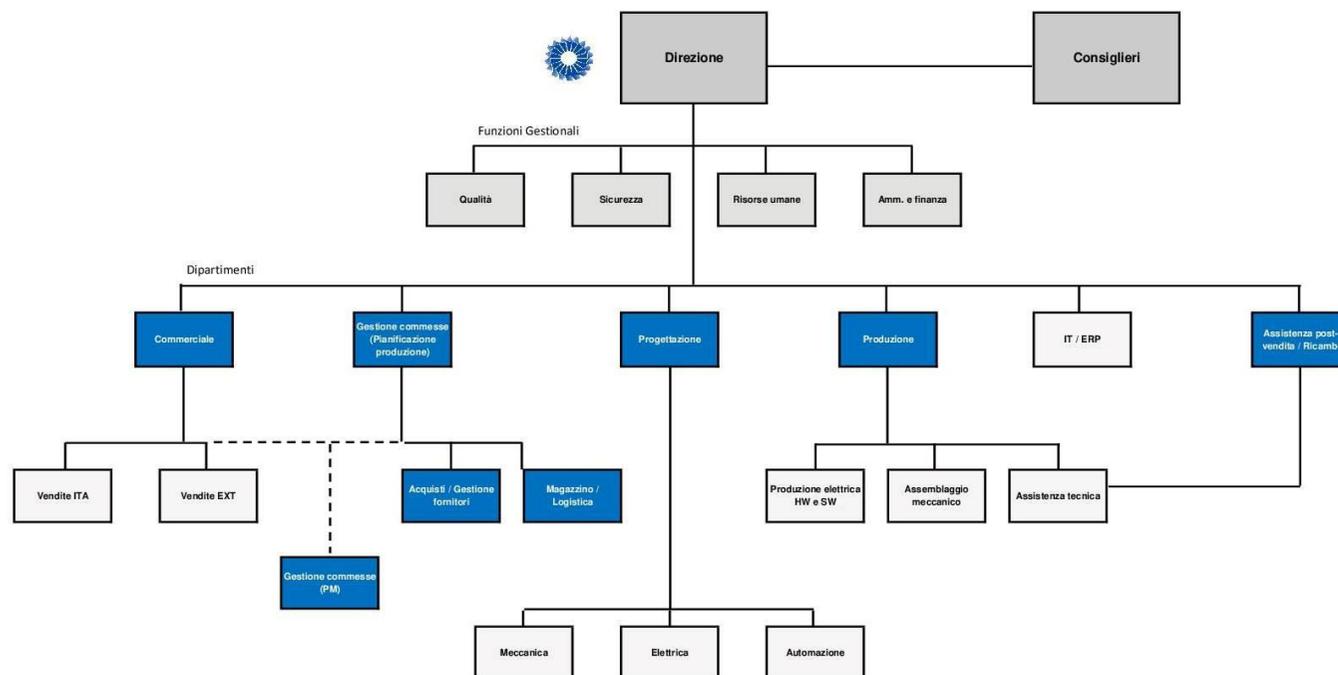
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## ORGANIZATION STRUCTURE

Next Turbo Technologies SpA - Organigramma Aziendale  
20190610\_rev2



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## ORGANIZATION GOVERNMENT METHOD

Within the ORGANIZATION, everyone is aware of how important it is to satisfy the customers, understanding their needs and applying solutions that are always more effective to satisfy and create their loyalty, to do so, NTT applies a course to enable long-term control of product quality, the needs of the customers and what is useful to increase their satisfaction .

To monitor and improve its work, NTT is certain that it is essential to develop the Quality Management System and keep it updated so as to be able to assure the Customers the fulfilment of their requirements and expectations and the quality of the product supplied with the relevant supporting services offered .

NTT considers that the application of the Quality Management System has direct implications on costs, benefits and business competitiveness, for this reason the organization undertakes to develop a true spirit of cooperation so that all its collaborators and specialised suppliers are involved in the application of the Quality System.

Therefore it promotes a correct in-house communication and an effective external communication, in order to supply the Customer that which is required and that which is needed.

The ORGANIZATION ensures an excellent management of the resources and the company climate, the technical and financial resources, promoting activities of continual information and training of its staff, so as to ensure the development of the envisaged role and responsibility.

The Service offered to the Customer is performed following the most advanced technical skills, in observance of standards and regulations in force.

The Company applies a Quality Management System for flexible Quality, to be able to adapt in the best way to changing requirements and operates with a view to continual improvement to increase the effectiveness and efficiency of the activity, in the context of strategic programming and company accounts.

To check the continual attainment of these targets it also undertakes to plan its activities managing them through programmed processes and procedures for every fundamental part of the cycle of its activities, also measuring the effectiveness.

Continual improvement in performance is a permanent target for NTT, that sets measurable goals that are useful to monitor the endorsed performance so that the set aims are reached and can be periodically re-examined and reviewed.

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**QUALITY POLICY**

NTT, right from its origin has proposed to produce highly efficient turbo-compressors for different industrial niche applications, among which the ventilation process in waste water treatment, that meets the requirements and arising needs of its Customers, in consistency with its own Mission and Strategic Vision.

Within its ORGANIZATION all are aware of how important it is to satisfy its customers, understand the needs and apply solutions which are always the most effective to satisfy and build the customer's loyalty, to do so, NTT applies a course that enables long-term control of the product quality, the requirements of the customers and all that is useful to increase their satisfaction.

To monitor and improve its own actions, NTT is certain that it is essential to develop the Quality Management System and keep updated so that it is possible to assure the Customers that their requirements and expectations will be met as well as the quality of the products supplied with the relevant supporting services.

NTT considers that the application of the Quality Management System has a direct influence on costs, benefits and business competitiveness, for this reason the ORGANIZATION undertakes to develop a true spirit of cooperation so that all its collaborators and specialised suppliers are involved in the application of the Quality System.

Therefore, promotes a correct in-house communication and an effective external communication, so as to provide the Customer that which he asks for and that which is needed.

The ORGANIZATION ensures optimal management of resources and the company climate, the technical and financial resources and continual training of its employees, such to assure development of the role and responsibilities foreseen.

The Service offered to the Customer is carried out with the most advanced technical skills, in observance with the standards and regulations in force.

The Company applies a flexible Quality Management System, to be able to adapt in the best possible way to changing demands and operates with a view to continual enhancement so as to increase the effectiveness and efficiency of the activities, in the context of strategic programming and company accounts.

To audit the continual attainment of these targets, it is undertaken to also plan the endorsed activity, managing it through programmed processes, procedures and specific forms for each basic part in the cycle activities, also measuring the effectiveness.

Continual improvement in performance is, for NTT, a permanent goal, in fact the company sets measurable milestones that are useful to monitor its performance so that the goals set are reached and can be periodically re-examined and reviewed.

Our policy, with the involvement of the Management:

- is to maintain long-term efficiency with the aim to adapt it to the context of the company and aligned with the tactics of the moment;
- is applied within our organization and reviewed every year;

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- is available for the parties involved.

Our general aims are:

- to satisfy our customers, understanding their needs and applying solutions which are always the most effective, with determination and application of the criteria and methods necessary to ensure an efficient functioning and control of the system, also through performance indicators;
- determination of the design inputs and development of the outputs required, control of design and development, paying attention to results to be obtained and the controls to apply, comprehending the management of any modifications to the projects;
- optimising and enhancing the overall performance of the main and supporting processes;
- to meet the requirements of the customer;
- to ensure that the products and services supplied from outsourcers are in conformity with the requirements agreed for the purchase and the outsourcing;
- to determine and if necessary, implement the resources necessary for an effective upkeep of the System and the standards of the Quality defined;
- to guarantee the conditions so that those working in NTT are aware and aligned to the Quality targets and culture;
- to create a company climate in which everybody, not only those with roles of responsibility, actively contribute to the correct application of the system and attainment of the enhancement targets;
- to act in a manner so that the workers are skilled, trained and encouraged to gain prestige assuring that they have a good working climate from the human aspect, ensuring them of a safe and healthy working environment, the correct application of their rights regarding salary;
- enhancement of the company image and customer loyalty.

The application of specific targets, that can be measured and planned, and the relevant monitoring (*MOD\_LG1\_Quality targets*) make it possible to attain the general goals set out above.

#### **MANAGEMENT OF THE MANUAL**

This manual has been prepared and perused in the sections it contains, by the Top Management.

The Manual is available for anybody who wants to consult it, it is distributed without control (unless specifically specified) to those who make the request.

The Quality Manager has the task of checking the distribution of the Manual, updating, if necessary, the list of the bodies and persons to whom it has been distributed

The Management

