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| **CHAPTER OF STANDARD: 4. Context of The Organization** | | | | |
| **4.1 Understanding the organization** | | | | |
| Requirement / subject | Stage 1 | E | Stage 2 | E |
| The organization shall monitor and review information about these external and internal issues:  The organization shall monitor and review information about these external and internal issues With climate Change | Ref: MT\_A/Q-2024/M.01, |  | The organization’s Quality Management System (QMS) Manual is documented under reference MA/Q-2024/M.01, dated 09/08/2023. Organizational procedures are outlined in Ref: MA/Q-2024/P.01, and these procedures were verified on 10/08/2023.  Internal Issue:   Limited staff and equipment may cause delays.   Budget restrictions can impact maintenance quality.  External Issue:   Weather disruptions affect outdoor work.   Supplier delays impact material availability.  QMS/MA/I&E/001. | S |
| **4.2 Understanding the needs and expectations of interested parties** | | | | |
| the organization shall determine:  a) the interested parties that are relevant to the quality management system;  b) the requirements of these interested parties that are relevant to the quality management system | Ref: QMS/MT\_A/IP/001. |  | The organization identifies two types of interested parties, internal and external, with their needs and expectations documented in Ref: QMS/MA/IP/001. An example is as follows:  **Internal**  **Management**  **Needs**: Budget adherence, performance reports, and regulatory compliance. **Expectations**: High-quality, cost-effective maintenance, timely project completion, and safety assurance. (Document No.: PROD-QMS-EMP-001)  **External**  **Tenants/Occupants**  **Needs**: Safe, functional, and comfortable spaces with minimal disruptions. **Expectations**: Quick response to repairs, minimal impact on daily activities, and clear communication on any disturbances. (Document No.: PROD-QMS-CST-004) On date 18/07/2024 |  |

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| **4.3 Determining the scope of the quality management system** | | | | | |
| determining this scope, the organization shall consider:  a) the external and internal issues.  b) requirements of relevant interested parties  c) products and services of the organization | Ref: MT\_A/Q-2024/M.01 |  | Name of the organization: METO ARJAN  Address: "VICOLO ADDA, 4 - 37067 VALEGGIO SUL MINCIO (VR) – ITALY  Temp. Site: MINCIO INDUSTRIAL PARK, VIA MARCONI 50, 37014 MINCIO VR, ITALY  Scope:  MAINTENANCE OF CIVIL BUILDINGS/MANUTENZIONE DI EDIFICI CIVILI | | S |
| **4.4 Quality management system and its processes** | | | | | |
| **4.4.1**  determining this scope, the organization shall consider:  a) determine the inputs required and the outputs expected from these processes;  b) determine the sequence and interaction of these processes;  c) determine and apply the criteria and methods (including monitoring, measurements and related performance indicators) needed to ensure the effective operation and control of these processes;  d) determine the resources needed for these processes and ensure their availability;  e) assign the responsibilities and authorities for these processes;  f) address the risks and opportunities as determined in accordance with the requirements of 6.1;  g) Evaluate these processes and implement any changes needed to ensure that these processes achieve their intended results:  h) improve the processes and the quality management system | Ref: MT\_A/MP/D-4.4 | S | The organization process describes in document no. Ref: MA/MP/D-4.4 evident on date 16/02/2024.  Process for Maintenance of Civil Buildings (Manutenzione di Edifici Civili)  Inspection and Assessment  Planning and Scheduling  Resource Allocation  Execution of Maintenance Tasks  Quality and Safety Check  Documentation and Reporting  Customer feedback and Assessment  Continual Improvements  The process flow chart, SOP, and work instructions related to these processes are documented under reference: MA/Q-2024/OPC/8.1detail DOC is verified on Date: 06/01/2024 | S | |
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| **4.4.2** | | | | | |
| To the extent necessary, the organization shall:  a) maintain documented information to support the operation of its processes;  b) Retain documented information to have confidence that the processes are being carried out as planned. | Ref: MT\_A/QMS/ML-4.4.2 |  | The master document list (Ref: MT\_A/QMS/ML-4.4.2) ensures document control. Verified on 07/01/2024, it includes 18 documents. | | S |
| **5. Leadership** | | | | | |
| **5.1. Leadership and commitment** | | | | | |
| **Genera** | | | | | |
| Top management shall demonstrate leadership and commitment with respect to the quality management system by: a) taking accountability for the effectiveness of the quality management system; b) ensuring that the quality policy and quality objectives are established for the quality management system and are compatible with the context and strategic direction of the organization; c) ensuring the integration of the quality management system requirements into the organization’s business processes; d) promoting the use of the process approach and risk-based thinking; e) ensuring that the resources needed for the quality management system are available; f) communicating the importance of effective quality management and of conforming to the quality management system requirements; g) ensuring that the quality management system achieves its intended results; h) engaging, directing and supporting persons to contribute to the effectiveness of the quality management system;  i) promoting improvement; j) supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility | Ref: MT\_A/QMS/L&C/5.1 |  | Top management ensures quality engineering and construction services (Ref: MT\_A/QMS/L&C/5.1). DIRECTOR DR. STEFFEN GREUBEL sets a clear vision for compliance and safety. Roles are defined in Ref: MT\_A/QMS/RR/5.3. | | S |
| **5.1.2 Customer focus** | | | | | |  |  | The job fKLTtion of Mr. akhtar khan designation Machine man and roles are defined in Ref:-ASE /RR/ D-01. |
| management shall demonstrate leadership and commitment with respect to customer focus by ensuring that:  a) customer and applicable statutory and regulatory requirements are determined, understood and consistently met;  b) the risks and opportunities that can affect conformity of products and services and the ability to enhance customer satisfaction are determined and addressed;  c) The focus on enhancing customer satisfaction is maintained. | Ref: MT\_A/QMS/CF/5.1.2 |  | We review customer queries and welcome feedback. Meetings are held to hear from customers. Records (Customer ID: Customer Focus) are stored in Ref: MT\_A/QMS/CF/5.1.2. | | S |
| **5.2 Policy** | | | | | |
| **5.2.1 Establishing the quality policy** |  |  |  |  | |
| Top management shall establish, implement and maintain a quality policy that: a) is appropriate to the purpose and context of the organization and supports its strategic direction;  b) provides a framework for setting quality objectives;  c) includes a commitment to satisfy applicable requirements;  d) includes a commitment to continual improvement of the quality management system | Ref: MT\_A/QMS/QP/5.2.1 |  | The QMS quality policy (Ref: MT\_A/QMS/QP/5.2.1, 03-01-2024) is in the Quality Manual (Ref: MT\_A/Q-2024/M.01), issued by MR and approved by Top Management. | | S |
| **5.2.2 Communicating the quality policy** | | | | | |
| The quality policy shall:  a) be available and be maintained as documented information;  b) be communicated, understood and applied within the organization;  c) Be available to relevant interested parties, as appropriate. | Ref: MT\_A/QMS/TRG/5.2.2 |  | Train employees on the quality policy (Doc: MT\_A/QMS/TRNG/01) and include it in orientation (Doc: MT\_A/QMS/ORI/01). Display it at the entrance and reception. Records are in Ref: MT\_A/QMS/TRG/5.2.2 (15/12/2023). | | S |
| **5.3 Organizational roles, responsibilities and authorities** | | | | | |
| Top management shall assign the responsibility and authority for:  a) ensuring that the quality management system conforms to the requirements of this International Standard;  b) ensuring that the processes are delivering their intended outputs;  c) reporting on the performance of the quality management system and on opportunities for improvement (see 10.1), in particular to top management;  d) ensuring the promotion of customer focus throughout the organization;  e) ensuring that the integrity of the quality management system is maintained when changes to the quality management system are planned and implemented. | Ref: MT\_A/Q-RR/5.3 |  | Project Manager Giovanni Moretti's roles and responsibilities are outlined in Ref: MT\_A/QMS/RR/5.3. With an MBA and 8 years of experience, he has managed material purchasing strategies, production and logistics coordination, and ensures customer satisfaction. | |  |
| **6. Planning** | | | | | |
| **6.1. Actions to address risks and opportunities.**  determine the risks and opportunities that need to be addressed to:  a) give assurance that the quality management system can achieve its intended result(s);  b) enhance desirable effects;  c) prevent, or reduce, undesired effects;  d) Achieve improvement achieve improvement. | Ref: MT\_A/QMS/RA/05 | S | The organization’s risk register is verified under Ref: MT\_A/QMS/RA/05, with its mitigation plan documented and maintained in Ref: MT\_A/Q-RM/05.  Risk: Incomplete or rushed repairs due to time constraints. Mitigation Plan: Set realistic time frames for tasks, prioritize critical issues, and conduct quality checks before finalizing work to ensure QMS compliance in the short term.  Risk: Inefficient communication among teams leading to delays. Mitigation Plan: Hold quick, daily check-in meetings to review tasks, assign responsibilities, and address any coordination issues. | | S |
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| **6.1 .2** | | | | | |
| a) actions to address these risks and opportunities;  b) how to:  1) integrate and implement the actions into its quality management system processes (see 4.4);  2) Evaluate the effectiveness of these actions. |  |  | The organization risk register is verified in Ref: MT\_A/QMS/RA/05 and her mitigation plan was well maintaining in  Ref: MT\_A/Q-RM/05  Mitigation Plan: Set realistic time frames for tasks, prioritize critical issues, and conduct quality checks before finalizing work to ensure QMS compliance in the short term.  Mitigation Plan: Hold quick, daily check-in meetings to review tasks, assign responsibilities, and address any coordination issues. | S | |
| **6.2 Quality objectives and planning to achieve them** | | | | | |
| **6.2.1** | Ref: MT\_A/QMS/QO-03 |  | The organization’s QMS objectives are documented under Ref: MT\_A/QMS/QO-03, dated 11/01/2023.   **Objective:** Minimize disruption to occupants during maintenance.  **Plan:** Schedule noisy or disruptive tasks outside peak hours and communicate schedules to all stakeholders in advance.  The Records of Objective and achieving plan is related to the DOC: 2024/Objective/11/102. On date: 01/01/2024 | | S |
| The quality objectives shall:  a) be consistent with the quality policy;  b) be measurable;  c) take into account applicable requirements;  d) be relevant to conformity of products and services and to enhancement of customer satisfaction;  e) be monitored;  f) be communicated;  g) be updated as appropriate |
| **6.2.2** |  |  |  | |
| how to achieve its quality objectives, the organization shall determine:  a) what will be done;  b) what resources will be required;  c) who will be responsible;  d) when it will be completed;  e) how the results will be evaluated | Ref: MT\_A/QMS/QOA-04 |  | The plan to achieve these quality objectives is verified in Ref: MT\_A/QMS/QOA-04. Records of employee training across the organization are documented under Ref: MT\_A/TRG/QO-D01, dated 03/07/2023.  **Plan:** Schedule noisy or disruptive tasks outside peak hours and communicate schedules to all stakeholders in advance. | |
| **6.3 Planning of changes** | | | | | |
| The organization shall consider:  a) the purpose of the changes and their potential consequences;  b) the integrity of the quality management system;  c) the availability of resources;  d) the allocation or reallocation of responsibilities and authorities | Ref: - MT\_A/QMS/POC/6.3 |  | The organization assesses the risks of proposed changes and develops plans to mitigate any negative impacts. The purpose of the changes is communicated, and records are maintained in Ref: MT\_A/QMS/POC/6.3. | | S |
| **7 Support** | | | | | |
| **7.1 Resources** | Ref: MT\_A/QMS/R/7.1 |  | The organization all type of internal and external resources like Human Resources, Equipment and Technology, Financial Resources, Logistical Considerations, Regulatory and Compliance includes permits, licenses, environmental regulations, and safety standards.  Record are verified in Ref: MT\_A/QMS/R/7.1  List of machines are verified in Ref: ZEI/QMS/LOM-01   Excavators   Cranes   Concrete Mixers   Bulldozers   Scaffolding   Jackhammers   Forklifts   Pressure Washers   Welding Machines   Ladders and Platforms   Power Tools (drills, saws, grinders)  Theses all machine and equipment’s maintenance record are verified in documents no. Ref: MT\_A/HR/CM/7.2 evident on date: 10/06/2023. | | S |
| **7.1.1 General** |
| The organization shall consider:  a) the capabilities of, and constraints on, existing internal resources;  b) What needs to be obtained from external providers? |
| **7.1.2 People** | | | | | |
| Shall determine and provide the persons necessary for the effective implementation of its quality management system and for the operation and control of its processes. | Ref: MT\_A/HR/CM/7.2 |  | The organization has 80 employees, with a well-maintained skill matrix in the HR competence matrix (Ref: MT\_A/HR/CM/7.2). Roles and responsibilities are defined under (Ref: MT\_A/Q-RR/5.3). | | S |
| **7.1.3 Infrastructure** | | | | | |
| Infrastructure can include:  a)   buildings and associated utilities;  b)   equipment, including hardware and software; c)   transportation resources;  d)   information and communication technology | Ref: MT\_A/QMS/I-7.1.3 |  | The organization’s facilities include offices, warehouses, workshops, and equipment like excavators, cranes, drills, and saws. Transportation includes trucks, vans, and trailers for material transport. Infrastructure records are verified in Ref: MT\_A/QMS/I-7.1.3. | |  |
| **7.1.4 Environment for the operation of processes** |  | | | | |
| A suitable environment can be a combination of human and physical factors, such as:  a) social  (e.g. non-discriminatory, calm, non-confrontational);  b)   psychological (e.g. stress, burnout prevention, emotionally protective);  c)   Physical (e.g. temperature, heat, humidity, light, airflow, hygiene, noise). | Ref: MT\_A/QMS/EP/D1 |  | The organization ensures a comfortable work environment by regulating temperature, humidity, and ventilation in production areas. Adequate lighting, noise control, and strong leadership enhance productivity and focus. | S | |
| **7.1.5 Monitoring and measuring resources** | | | | | |
| **7.1.5.1 General** | Ref: MT\_A/QMS/MMI/01 |  | List of monitoring and measuring equipment are maintain in document no. Ref: MT\_A/Q-MMI/7.1.5  Laser Distance Meter  Digital Vernier Caliper  Moisture Meter  Infrared Thermometer  Concrete Rebound Hammer  Ultrasonic Thickness Gauge  Sound Level Meter  Thermal Imaging Camera  Electrical Multimeter  Crack Width Gauge  Pressure Testing Kit  Water Quality Testing Kit  Slope/Level Indicator (Digital Inclinometer)  pH Meter  Schmidt Hammer  All equipment calibration record updated in Ref: MT\_A/MM/CL/D01 evident | | S |
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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **7.1.5.2 Measurement traceability** | | | | | | | a) calibrated or verified, or both, at specified intervals, or prior to use, against measurement standards traceable to international or national measurement standards; when no such standards exist, the basis used for calibration or verification shall be retained as documented information;  b) identified in order to determine their status;  c) Safeguarded from adjustments, damage or deterioration that would invalidate the calibration status and subsequent measurement results. | Ref: MT\_A/MM/CL/D01 |  | The organization's machine and testing equipment calibration records have been verified under Ref: MT\_A/MM/CL/D01.  Equipment Name: Electrical Multimeter  Model Number: 00B\*889  Serial Number: BF5546773  Frequency of Calibration: One year  Calibrated On: 21-09-2023  Calibration Due On: 20-09-2024  Calibration Certificate Number: 22-T655  Responsible Person: Cannons, Quality Engineer (Emp ID: MT\_22)  Verified by the organization's QC Manager and approved the multimeter calibration certificate. |  | | | **7.1.6 Organizational knowledge** | | | | | | | Organizational knowledge can be based on:  a)   internal sources (e.g. intellectual property; knowledge gained from experience; lessons learned from failures and successful projects; capturing and sharing undocumented knowledge and experience;  the results of improvements in processes, products and services);  b)   external sources (e.g. standards; academia; conferences; gathering knowledge from customers or external providers) | Ref: MT\_A/QMSM/R-14 |  | The organization's knowledge, as outlined in MT\_A/Q-OK/7.1.6, is categorized into Internal (**Work Orders** – Requests for repairs and improvements.)  External (**Customer Complaints** – Feedback from tenants or building users.) sources. Verification is done in MT\_A/Q-CC/03 (15/06/2023) and MT\_A/Q-STR/IV-01 (21/06/2023**)** with quarterly reviews. | |  |   **7.1.5.2 Measurement traceability** | | | | | | |
| **7.2 Competence** | | | | | |  |
| a) determine the necessary competence of person(s) doing work under its control that affects the performance and effectiveness of the quality management system;  b) ensure that these persons are competent on the basis of appropriate education, training, or experience;  c) where applicable, take actions to acquire the necessary competence, and evaluate the effectiveness of the actions taken; d) retain appropriate documented information as evidence of competence | | Ref: MT\_A/HR/CM/01 |  | | The organization has a total of 80 employees, with each employee's skills tracked in the HR competence matrix (Ref: MT\_A/HR/CM/7.2).  Claudia  Designation: Site Engineer  Qualification & Experience: B.tech in Civil with 8 years of experience  Martina  Machine Operator  Designation: Machining operator  Qualification & Experience Auto-mobile Mechanical with 5 years of experience |
| **7.3 Awareness** | | | | | | |
| a) the quality policy;  b) relevant quality objectives;  c) their contribution to the effectiveness of the quality management system, including the benefits of improved performance;  d) The implications of not conforming with the quality management system requirements. | | Ref: MT\_A/QMS/TRG/D01 | |  | The organization maintains an annual training calendar to enhance employee awareness of the Quality Management System. Training records for employees Lucus, Anny, Andrew, MIC, Stajan, Etc were verified on 15/06/2023, documented under Ref: MT\_A/QMS/TRG/D01, to ensure alignment with quality objectives. |  |
| **7.4 Communication** | | | | | | |
| a) on what it will communicate;  b) when to communicate;  c) with whom to communicate;  d) how to communicate;  e) Who communicates? | | Ref: MT\_A/Q-C/7.4 | |  | Internal and external communications are verified in Ref: MT\_A/Q-C/7.4. Supplier delivery time communication was verified in Ref: MT\_A/Q-SCL/024, and the store head was notified via email and update on Portal on 15/12/2023. |  |
| **7.5 Documented information** | | | | | | |
| **7.5.1 General** | | Ref: MT\_A/Q-DI/7.5 | |  | Documenting information in the QMS helps ensure everything is clear and works well. This includes audit reports and customer feedback, recorded in MT\_A/Q-DI/7.5, dated21/12/2023. |  |
| organization’s quality management system shall include:  a) documented information required by this International Standard;  b) documented information determined by the organization as being necessary for the effectiveness of the quality management system. | |
| **7.5.2 Creating and updating** | | | | | | |
| a) identification and description (e.g. a title, date, author, or reference number);  b) format (e.g. language, software version, graphics) and media (e.g. paper, electronic);  c) review and approval for suitability and adequacy | | Ref: MT\_A/QMS/ML/D10 | |  | The organization clear identification and description for risk and opportunities in risk register of formats evident MT\_A/Q-RA/D10.  Document Title: risk analysis plan.  Date: 21/12/2023  Author: Department MIS Executive  Reference Number: MT\_A/Q-RA/D10 |  |
| **7.5.3 Control of documented information** | | | | | | |
| **7.5.3.1 Documented information required** | |  | |  | Documented information is controlled via the master list of formats (Ref: MT\_A/Q-ML/D10, dated 25/12/2023), ensuring availability, protection from misuse, and access only to authorized personnel. |  |
| a) it is available and suitable for use, where and when it is needed;  b) It is adequately protected (e.g. from loss of confidentiality, improper use, or loss of integrity). | |
| **7.5.3.2 control of documented information** | | | | | | |
| a) distribution, access, retrieval and use;  b) storage and preservation, including preservation of legibility;  c) control of changes (e.g. version control);  d) retention and disposition | | Ref:  MT\_A/Q-COF/01 | |  | The organization controls data modifications, updates, and revisions with version tracking. Records verified under Ref: MT\_A/Q-COF/01 (Date: 16/12/2023). |  |
| **8 Operation** | |  | |  |  |  |
| **8.1 Operational planning and control** | | Ref: MT\_A/Q-2023/OPC/02 | |  | The organization process describes in document no. Ref: MA/MP/D-4.4 evident on date 16/02/2024.  Process for Maintenance of Civil Buildings (Manutenzione di Edifici Civili)  Inspection and Assessment  Planning and Scheduling  Resource Allocation  Execution of Maintenance Tasks  Quality and Safety Check  Documentation and Reporting  Customer feedback and Assessment  Continual Improvements  The process flow chart, SOP, and work instructions related to these processes are documented under reference: MA/Q-2024/OPC/8.1detail DOC is verified on Date: 06/01/2024 |  |
| a) determining the requirements for the products and services;  b) establishing criteria for:  1) the processes;  2) the acceptance of products and services;  c) determining the resources needed to achieve conformity to the product and service requirements;  d) implementing control of the processes in accordance with the criteria; e) determining, maintaining and retaining documented information to the extent necessary:  1) to have confidence that the processes have been carried out as planned;  2) To demonstrate the conformity of products and services to their requirements. | |
| **8.2 Requirements for products and services** | | | | | | |
| **8.2.1 Customer communication** | | Ref: MT\_A/QMS/CF/8.2.1 | |  | From an auditor's perspective, effective communication with customers is essential for maintaining strong relationships and ensuring satisfaction. The organization utilizes email for external communication with customers, while internal communication is managed through notice boards and emails. Customer feedback records have been reviewed and verified in document reference MT\_A/Q-CF/D2, dated 10/01/2023. |  |
| Communication with customers shall include:   1. providing information relating to products and services; 2. handling enquiries, contracts or orders, including changes; 3. obtaining customer feedback relating to products and services, including customer complaints; 4. handling or controlling customer property; 5. Establishing specific requirements for contingency actions, when relevant. | |
| **8.2.2 determining the requirements for products and services** | |  | |  |  |  |
| When determining the requirements for the products and services to be offered to customers, the organization shall ensure that:   1. the requirements for the products and services are defined, including:    1. any applicable statutory and regulatory requirements;    2. those considered necessary by the organization; 2. The organization can meet the claims for the products and services it offers. | |  | |  | Name of the organization: METO ARJAN  Address: VICOLO ADDA, 4 - 37067 VALEGGIO SUL MINCIO (VR) – ITALY(IAF-28)  Temp Site: MINCIO INDUSTRIAL PARK, VIA MARCONI 50, 37014 MINCIO VR, ITALY  All legal record is documented in Ref: MA/LR-D001  Company Details:  VAT Number: 03728670237  Tax Code: MTERJN86R10Z100C  Company Name: METO ARJAN  Address: Vicolo Adda 4, 37067 Valeggio sul Mincio (VR), Italy  REA Number: 361107  PEC Email: arjanmeto@pec.it  Employees: 12 (as of 2025)  Representative: Meto Arjan  REA Number: 1378273 |  |
| **8.2.3.1 review of the requirements for products and services** | | | | | | |
| a) requirements specified by the customer, including the requirements for delivery and post-delivery activities;  b) requirements not stated by the customer, but necessary for the specified or intended use, when known;  c) requirements specified by the organization;  d) statutory and regulatory requirements applicable to the products and services;  e) Contract or order requirements differing from those previously expressed. | |  | |  | All product and service requirements are outlined in Ref: MT\_A/Q-RPS/8.2.3. Customer needs are well understood, and requirements are documented, validated, and verified for accuracy and feasibility. They align with the organization’s strategic objectives and quality policy. Clear and consistent communication with clients ensures their expectations are met. |  |
| **8.3 Design and development of products and services** | |  | | | | |
| **8.3.1 General** | | **N/A** | |  | N/A |  |
| Establish, implement and maintain a design and development process that is appropriate to ensure the subsequent provision of products and services. | |
| **8.3.2 Design and development planning** | | | | | | |
| a) the nature, duration and complexity of the design and development activities;  b) the required process stages, including applicable design and development reviews;  c) the required design and development verification and validation activities;  d) the responsibilities and authorities involved in the design and development process;  e) the internal and external resource needs for the design and development of products and services;  f) the need to control interfaces between persons involved in the design and development process;  g) the need for involvement of customers and users in the design and development process;  h) the requirements for subsequent provision of products and services;  i) the level of control expected for the design and development process by customers and other relevant interested parties;  j) the documented information needed to demonstrate that design and development requirements have been met. | **N/A** | | |  | N/A |  |
| **8.3.3 Design and development inputs** | | | | | |  |
| functional and performance requirements;  b) information derived from previous similar design and development activities;  c) statutory and regulatory requirements;  d) standards or codes of practice that the organization has committed to implement;  e) potential consequences of failure due to the nature of the products and services. | N/A | | |  | N/A |  |
| **8.3.4 Design and development controls** |  | | |  |  |  |
| a) the results to be achieved are defined;  b) reviews are conducted to evaluate the ability of the results of design and development to meet requirements;  c) verification activities are conducted to ensure that the design and development outputs meet the input requirements;  d) validation activities are conducted to ensure that the resulting products and services meet the requirements for the specified application or intended use;  e) any necessary actions are taken on problems determined during the reviews, or verification and validation activities;  f) documented information of these activities is retained. | N/A | | |  | N/A |  |
| **8.3.5 Design and development outputs** | | | | | | |
| a) meet the input requirements;  b) are adequate for the subsequent processes for the provision of products and services;  c) include or reference monitoring and measuring requirements, as appropriate, and acceptance criteria; d) specify the characteristics of the products and services that are essential for their intended purpose and their safe and proper provision | N/A | | |  | N/A |  |
| **8.3.6 Design and development changes** |  | | |  |  |  |
| The organization shall retain documented information on:  a) design and development changes;  b) the results of reviews;  c) the authorization of the changes;  d) the actions taken to prevent adverse impacts | N/A | | |  | N/A |  |
| **8.4 Control of externally provided processes, products and services** | | | | | | |
| **8.4.1 General** |  | | |  |  |  |
| a) products and services from external providers are intended for incorporation into the organization’s own products and services;  b) products and services are provided directly to the customer(s) by external providers on behalf of the organization;  c) a process, or part of a process, is provided by an external provider as a result of a decision by the organization. | Ref: MT\_A/Q-EP/8.4.1 | | |  | The organization has defined criteria for evaluating, selecting, and monitoring external providers based on their ability to meet the specified requirements record are verified in Ref: MT\_A/Q-EP/8.4.1 |  |
| **8.4.2 Type and extent of control** |  | | |  |  |  |
| The organization shall:  a) ensure that externally provided processes remain within the control of its quality management system;  b) define both the controls that it intends to apply to an external provider and those it intends to apply to the resulting output;  c) take into consideration:  1) the potential impact of the externally provided processes, products and services on the organization’s ability to consistently meet customer and applicable statutory and regulatory requirements;  2) the effectiveness of the controls applied by the external provider;  d) Determine the verification, or other activities, necessary to ensure that the externally provided processes, products and services meet requirements. | Ref: MT\_A/Q-EP/8.4.1 | | |  | External supplier records are documented and verified. Initial approval (Ref: MT\_A/Q-2024/O-8.01) and availability (MT\_A/Q-2024/TEC-8.0A).  Supplier: Jackcore Cement srl  Business: Supplier  Product: Italian marbles  Supplier ID: C65-4567  Purchase orders are issued only to approved suppliers. Record verified in P.O. Jackcore\_54I on 22/09/2023. |  |
| **8.4.3 Information for external providers** |  | | |  |  |  |
| The organization shall communicate to external providers its requirements for:  a) the processes, products and services to be provided b) the approval of:  1) products and services;  2) methods, processes and equipment;  3) the release of products and services;  c) competence, including any required qualification of persons;  d) the external providers’ interactions with the organization;  e) control and monitoring of the external providers’ performance to be applied by the organization;  f) verification or validation activities that the organization, or its customer, intends to perform at the external providers’ premises. | Ref: MT\_A/Q-EP/8.4.1 | | |  | Supplier evaluation for concrete (Ref: MT\_A/Q-SE/8.4.3, dated 22/02/2023) with re-evaluation after six months. Material inventory and storage plan recorded under Ref: MT\_A/Q-STR/01 (dated 22/02/2023). |  |
| **8.5 Production and service provision** | | | | | | |
| **8.5.1 Control of production and service provision** |  | | |  |  |  |
| Controlled conditions shall include, as applicable:  a) the availability of documented information that defines:  1) the characteristics of the products to be produced, the services to be provided, or the activities to be performed;  2) the results to be achieved; b) the availability and use of suitable monitoring and measuring resources;  c) the implementation of monitoring and measurement activities at appropriate stages to verify that criteria for control of processes or outputs, and acceptance criteria for products and services, have been met;  d) the use of suitable infrastructure and environment for the operation of processes;  e) the appointment of competent persons, including any required qualification;  f) the validation, and periodic revalidation, of the ability to achieve planned results of the processes for production and service provision, where the resulting output cannot be verified by subsequent monitoring or measurement;  g) the implementation of actions to prevent human error;  h) the implementation of release, delivery and post-delivery activities. | Ref: MT\_A/Q-2024/M01 | | |  | The organization ensures controlled production and service processes for building maintenance, maintaining quality, compliance, and timely delivery. Continuous monitoring and training enhances performance.  Corrective actions should be further documented for better traceability. Compliance with QMS is verified in the Quality Manual (Ref: MT\_A/Q-2024/M01). |  |
| **8.5.2 Identification and traceability** | | | | | | |
| shall identify the status of outputs with respect to monitoring and measurement requirements throughout production and service provision  control the unique identification of the outputs when traceability is a requirement, and shall retain the documented information necessary to enable traceability |  | | |  | The organization has effective identification and traceability measures in place throughout the supply chain.  It is recommended to improve documentation visibility for quicker retrieval during audits. The process supports quality assurance and compliance.  Records are documented in Ref: MT\_A/Q-I&T/01. |  |
| **8.5.3 Property belonging to customers or external providers** | | | |  | | |
| shall exercise care with property belonging to customers or external providers while it is under the organization’s control  shall identify, verify, protect and safeguard customers’ or external providers’ property provided for use or incorporation into the products and services  property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, the organization shall report this to the customer or external provider and retain documented information on what has occurred |  | | |  | NA no property from external provider |  |
| **8.5.4 Preservation** | | | | | | |
| Shall preserve the outputs during production and service provision, to the extent necessary to ensure conformity to requirements. |  | | |  | The store's product inventory record is documented in Ref: MT\_A/2023-STR/04, dated 17/06/2023. The inventory is reviewed annually. Approved by the authorized store personnel, Nitin Sharma (Store Head). |  |
| **8.5.5 Post-delivery activities** |  | | |  |  |  |
| In determining the extent of post-delivery activities that are required, the organization shall consider:  a) statutory and regulatory requirements;  b) the potential undesired consequences associated with its products and services;  c) the nature, use and intended lifetime of its products and services;  d) Customer requirements; e) customer feedback. | Ref: MT\_A/Q-PDA/8.5 | | |  | Customer support contact details, including phone number, email, and website, are provided for complaints. Record is available in Ref: MT\_A/Q-PDA/8.5 |  |
| **8.5.6 Control of changes** | | | | | | |
| Shall review and control changes for production or service provision, to the extent necessary to ensure continuing conformity with requirements.  The organization shall retain documented information describing the results of the review of changes, the person(s) authorizing the change, and any necessary actions arising from the review | Ref: MT\_A/Q-COC/01 | | |  | The organization has robust change management procedures for construction and installation, ensuring proper documentation and communication. Records are verified in Ref: MT\_A/Q-COC/01, with changes reviewed and approved by authorized personnel. |  |
| **8.6 Release of products and services** |  | | |  |  |  |
| The documented information shall include:  a) Evidence of conformity with the acceptance criteria; b) traceability to the person(s) authorizing the release. | Ref: MT\_A/Q-FI/8.6 | | |  | The organization's release procedures ensure service quality and customer satisfaction. Evidence of Conformity:  Document Title: Mincio Industrial Park Project Name: Mincio Industrial Park Project Number: MIP\_4633 Location: Via Marconi 50, 37014 Mincio VR, Italy Client: Michael König  Acceptance Criteria: Pass  Building codes: Verified  Project specifications: Verified  Client requirements: OK  Training for inspection staff is recommended. Records: MT\_A/Q-FI/8.6, verified on 02/12/2023, checked by Cristiano (Quality Control Engineer). |  |
| **8.7 Control of nonconforming outputs** |  | | |  |  |  |
| The organization shall deal with nonconforming outputs in one or more of the following ways:  a) correction;  b) segregation, containment, return or suspension of provision of products and services;  c) informing the customer;  d) Obtaining authorization for acceptance under concession. Conformity to the requirements shall be verified when nonconforming outputs are corrected. |  | | |  | The action taken depends on the severity of the nonconformity and associated risks. The issue is fixed, brought up to standard, and separated from other products to prevent further issues. Production may be temporarily stopped.  Reaction plan: Ref: TE/QMS-CNP/D-04. Control of non-conforming product completed on 10/06/2023. |  |
| **8.7.2** |  | | |  |  |  |
| The organization shall retain documented  information that:  a) describes the nonconformity;  b) describes the actions taken;  c) describes any concessions obtained;  d) identifies the authority deciding the action in respect of the nonconformity | Ref:  MT\_A/Q-CA/05 | | |  | Yes, there is a procedure for non-conforming products (Ref: MT\_A/Q-CA/01). Corrective and preventive actions are taken, and records are reviewed during audits for compliance and improvement. The Quality Team is responsible for completing non-conformities on time. |
| **9 Performance evaluation** | | | | | | |
| **9.1. Monitoring, measurement, analysis and evaluation** |  | | |  |  |  |
| **9.1.1 General** |  | | |  |  |  |
| a) what needs to be monitored and measured;  b) the methods for monitoring, measurement, analysis and evaluation needed to ensure valid results;  c) when the monitoring and measuring shall be performed; d) when the results from monitoring and measurement shall be analyzed and evaluated. | Ref: MT\_A/QMS/MM-9.1 | | |  | The organization establishes processes to monitor, measure, analyze, and evaluate its QMS performance.  This includes setting objectives, gathering data, conducting internal audits, and reviewing results to ensure compliance and continuous improvement. Records are verified in Ref: MT\_A/QMS/MM-9.1. |  |
| **9.1.2 Customer satisfaction** | | | | | |  |
| shall monitor customers’ perceptions of the degree to which their needs and expectations have been fulfilled. The organization shall determine the methods for obtaining, monitoring and reviewing this information. |  | | |  | The organization gathers customer feedback through surveys and direct communication to improve service quality and meet customer expectations. Records are checked in Ref: MT\_A/Q-CS/9.1.2, dated 12/06/2023. Feedback FORM No. DF/45-5  Records is verified on Date: 17/07/2023 |  |
| **9.1.3 Analysis and evaluation** | | | | | | |
| The results of analysis shall be used to evaluate:  a) conformity of products and services;  b) the degree of customer satisfaction;  c) the performance and effectiveness of the quality management system;  d) if planning has been implemented effectively;  e) the effectiveness of actions taken to address risks and opportunities;  f) the performance of external providers;  g) the need for improvements to the quality management system. | Ref: MT\_A/Q- A&E/9.1.3 | | |  | All legal record is documented in Ref: MA/LR-D001  Company Details:  VAT Number: 03728670237  Tax Code: MTERJN86R10Z100C  Company Name: METO ARJAN  Address: Vicolo Adda 4, 37067 Valeggio sul Mincio (VR), Italy  REA Number: 361107  PEC Email: arjanmeto@pec.it  Employees: 12 (as of 2025)  Representative: Meto Arjan  REA Number: 1378273  All legal Details is evident in organization Legal Register  DOC: MT\_A/Q-LR/9.1. its verified on Date: 05/01/2024 |  |
| **9.2 Internal audit** | | | | | | |
| **9.2.1** | Ref: MT\_A/IA-03 | | |  | The QMS internal audit program is scheduled semi-annually, with audit records maintained in Procedure No. MA/IA-03. The most recent internal audit was conducted on 14-Aug-2023, by Auditor Jenny Yusra , a qualified graduate in Civil Engineer with extensive knowledge of QMS audits.  The audit identified 1 Non-Conformance (NC) and noted several areas for improvement. |  |
| The organization shall conduct internal audits at planned intervals to provide information:  a) conforms to:  1) the organization’s own requirements for its quality management system;  2) the requirements of this International Standard;  b) is effectively implemented and maintained. |
| **9.2.2** |  | | |  |  |  |
| a) plan, establish, implement and maintain an audit program(s) including the frequency, methods, responsibilities, planning requirements and reporting, which shall take into consideration the importance of the processes concerned, changes affecting the organization, and the results of previous audits;  b) define the audit criteria and scope for each audit;  c) select auditors and conduct audits to ensure objectivity and the impartiality of the audit process;  d) ensure that the results of the audits are reported to relevant management;  e) take appropriate correction and corrective actions without undue  delay;  f) Retain documented information as evidence of the implementation of the audit programmer and the audit results. | Ref: MT\_A/IA-03 | | |  | The audit identified 1 Non-Conformance (NC) and noted several areas for improvement.  NCs: On the Site very Poor Planning for Material Handling and Storage  RCA: Inadequate planning, space issues, and untrained staff.  Corrective Action: Create a material handling plan, optimize storage space, implement labeling, and train staff on proper procedures. |  |
| **9.3 Management review** | | | | | | |
| **9.3.1 General** |  | | |  |  |  |
| Shall review the organization’s quality management system, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with the strategic direction of the organization. | Ref. MT\_A/MRM-9.3 | | |  | The organization held its Management Review Meeting (MRM) on 25-Aug-2023, following its semi-annual schedule, 10 days after the Internal Audit (IA).  The MRM agenda included:  Reviewing and approving minutes from the previous MRM.  Discussing corrective actions for identified quality issues.  Reviewing supplier reliability and material quality.  Records of the MRM are verified under Document Ref. MA/MRM-9.3 and approved by an authorized person. |  |
| **9.3.2 Management review inputs** | | | | | |  |
| a) the status of actions from previous management reviews;  b) changes in external and internal issues that are relevant to the quality management system;  c) information on the performance and effectiveness of the quality management system, including trends in:  1) customer satisfaction and feedback from relevant interested parties;  2) the extent to which quality objectives have been met;  3) process performance and conformity of products and services;  4) nonconformities and corrective actions; 5) monitoring and measurement results;  6) audit results;  7) the performance of external providers;  d) the adequacy of resources; e) the effectiveness of actions taken to address risks and opportunities (see 6.1);  f) Opportunities for improvement. | Ref: MT\_A/QMS/MRM/I-9.3.2 | | |  | The Management Review Meeting was held on 25/08/2023. Records are in Ref: MT\_A/QMS/MRM/I-9.3.2, covering project performance and improvement areas. |  |
| **9.3.3 Management review outputs** | | | | | |  |
| a) opportunities for improvement;  b) Any need for changes to the quality management system; c) resource needs. | Ref: MT\_A/QMS/MRM-O-9.33 | | |  | Management review outputs focus on performance improvement, identifying strengths and areas for improvement, and tracking action plan progress. Records are verified by Top Management and documented in Ref: MT\_A/QMS/MRM-O-9.33. records verified on Date: 25/12/2023 |  |
| **10 Improvement** |  | | | | |  |
| These shall include:  a) improving products and services to meet requirements as well as to address future needs and expectations;  b) correcting, preventing or read undesired effects;  c) improving the performance and effectiveness of the quality management system. | Ref; MT\_A/QMS/I-10 | | |  | Establish strong quality systems to ensure construction meets client needs and industry standards. Conduct regular checks, address issues, and prevent recurrence. Records are in Ref: MT\_A/QMS/I-10. |  |
| **10.2 Nonconformity and corrective action** | | | | | |  |
| the organization shall:  a) react to the nonconformity and, as applicable:  1) take action to control and correct it;  2) deal with the consequences;  b) evaluate the need for action to eliminate the cause(s) of the nonconformity, in order that it does not recur or occur elsewhere, by:  1) reviewing and analyzing the nonconformity;  2) determining the causes of the nonconformity;  3) determining if similar nonconformities exist, or could potentially occur;  c) implement any action needed;  d) review the effectiveness of any corrective action taken; e) update risks and opportunities determined during planning, if necessary;  f) make changes to the quality management system, if necessary. |  | | |  | The organization Proper root analysis records of customer complain and corrective action taken.  The auditor during the stage 2 audit found 02 minor NC and some of observation during the assessment.  Nonconformity: The records for keeping worker qualifications up to date are not always updated on time. For example, the Model Card View 7.2.2 for operator Morina Bekim, which includes the registration of the tower crane operator and details of low and high rotation on 24.01.22 at GIDR Servizi, is affected.  Analysis: Forgetting by the quality manager (Human error in updating and reviewing qualification records.)  Corrective action: Immediate registration of the document and extraordinary training of the area manager Assign a responsible person to review and update records regularly. Conduct training for staff on proper documentation procedures. Establish a checklist to ensure all qualification records are reviewed and updated as per QMS standards.  The related NCs were closed on 17-01-2024 (Ref: MA/2024/QMS/NCs-Clouser-002). Closure was done by MR Giovanni Moretti and approved by Lead Auditor David, allowing ISO certification approval. |  |
| **10.2.2** |  | | |  |  |  |
| shall retain documented information as evidence of:  a) the nature of the nonconformities and any subsequent actions taken;  b) the results of any corrective action. | Ref: MT\_A/QMS/NCR/01 | | |  | The steps taken to fix the issue, including the actions, responsible people, deadlines, and resources needed, are written down. The records are checked in Ref: MT\_A/QMS/NCR/01. |  |
| **10.3 Continual improvement** | | | |  |  |  |
| shall continually improve the suitability, adequacy and effectiveness of the quality management system  shall consider the results of analysis and evaluation, and the outputs from management review, to determine if there are needs or opportunities that shall be addressed as part of continual improvement. | Ref: MT\_A/Q-CI/10.3 | | | The organization is always improving its operations with feedback from customers and audits. It’s suggested to set clear goals to track progress better. Records are checked in Ref: MT\_A/Q-CI/10.3. |  |
|  |  | | |  |  |  |