

**GERPAAS**<sup>®</sup>

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## **QUALITY MANUAL**

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## 0. INTRODUCTION

**0.1 General:** We work for satisfying customer requirements by improving our products, our service and our processes continuously.

### Our Ethics

- To respect all staff personalities in work environment.
- To offer ethical, honest and respectful service at all stages.
- To create a work environment enriched with well equipped and correct personnel.
- To fulfill all responsibilities
- To ensure full customer satisfaction.
- To educate all staff
- To improve production quality

### Our Method

As a general principal our quality management system organizes our inhouse structure and functions to provide higher customer satisfaction. The process approach used in our quality management system helps to:

- understand the conditions and practice the efficient solution
- underline the contribution of each procedure
- control and monitor the performance of each process

## 1. CONTENTS

**1.1. General:** This quality manual was prepared for the activities of GERPAAS, on the basis of ISO 9001:2000 standard and it aims to convey the approach which was followed in order to meet the customer requests to customers, company staff, quality inspectors, and all the related sites.

### COMPANY INTRODUCTION

Gerpa AS, founded in 1991, is recognized as one of the leading manufacturers of cable management systems, multi-discipline support and fixing systems and earthing products today. With headquarters located in Istanbul, Turkey, Gerpa AS has built a strong presence in the domestic and the international markets over the past decade.

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### Products:

- Cable Management Systems
- Earthing Products
- HVAC & Piping Support Fixings and Systems (Mechanical Fixings)
- Steel Lintel Systems
- Natural Stone Façade Anchorage and Fixing Systems

### ISO 9001:2000 PERMISSIBLE EXCLUSIONS

Clause or subclause	Exclusion	Description
7.3	Design and development	Design and Development is not ran inhouse
7.5.4	Customer Property	No subcontract fabrication accepted

## 2- REFERENCE DOCUMENTS

The below listed documents were used in preparation and establishment of our quality management system and this quality manual;

- ISO 9000:2000, Quality Management System, Terms and Definitions
- ISO 9001:2000, Quality Management System, Principles

Each process and procedure document may include a reference work and it is quoted on its last page.

### **3- TERMS AND DEFINITIONS**

The general used lexicon in our Quality Management System and all related documentation includes the terms and definitions which are used in the ISO 9001:2000 standard. Specific terms are defined wherever used.

## **4- QUALITY MANAGEMENT SYSTEM**

This documented quality management system is under the responsibility of the quality manager. After the annual audits, quality manager evaluates the performance of the quality management system and detects the weaknesses also the improvements of the company

### Quality Manual (GER25)

Is the documents summarizes the Quality Management System of GERPAAS

### Responsibilities of Staff

Defines the responsibilities of each managers and heads of divisions

### Procedures (GER26)

Describes the functions of the Quality Management System Procedures defines the responsibilities of divisions and the executive staff.

## **4.1. Document Control**

In GERPAAS, document control is made according to “GER1001- Document Control Procedure”. The documents related with quality system are controlled documents.

Quality Manager is responsible for the activation, creation and revision of procedures and processes within the Quality Management System. Also the distribution and protection of these documentation as well as access to these documents by the staff is controlled by the Quality Manager.

## **5- MANAGEMENT**

Management is liable of providing and promoting good, profitable, useful values to its shareholders, staff and the society. Processes, products, services are intended to advance under the surveillance of the management. The organizational structure and the responsibilities of the staff are distributed to the relevant divisions and/or personnel.

In order to increase customer satisfaction, to enhance personal compatibility and to ensure continual improvement of company performance, GERPAAS management with executive responsibility undertakes its commitment for the establishment, development and improvement of quality management system by carrying out the following activities; Ensuring the development and maintenance of a customer-focused organization, communicating the importance of meeting regularity and statutory obligations, establishing the quality policy and objectives and making them widespread, conducting management reviews and allocating necessary resources.

### **Staff Responsibility**

Employees having relations with each other and managing, performing and verifying duties that affect the quality are defined in `Organization Chart` and determined in `Job Descriptions`. All personnel are liable of the correct practice of the Quality Management System qualities, processes and instructions.

### **Quality Manager**

Quality Management System implemented in the company is revised once a year by means of meeting held by top management. The purpose of these meetings is to ensure the appropriateness, to provide sufficiency and effectiveness, to discuss the changes and needs in policy and targets. General Manager is the chief of meeting and department managers participate to the meeting.

Quality Manager is responsible for the below listed as an addition to the his/her general tasks as specified in the definition of "Responsibilities of Staff";

- To establish, control, update, and improve the required processes according to general performance.
- to create reports for establishing, controlling, updating, improving processes for the management



## 6- WORKING ENVIRONMENT

GERPAAS commits itself to create a safe, functional, efficient high quality work environment. Physical and humanistic factors affecting the needs for customer satisfaction and product profitability are identified and managed by our managers. The staffs are the keys of our success. The security of the facility, health care for staff and ergonomics in work environment is monitored continuously. Top management is responsible for identifying the standards for the work environments. The personnel are responsible for following the instructions and the guidelines in GER2004 – Safe and Efficient Working Conditions.

All production, stocking, packing equipment and machinery are controlled and put in maintenance in certain periods in order to achieve safety, efficiency and high quality in our work environment. These maintenance charts are made available to particular divisions and staff only.

Computerized data is kept by certain personnel as stated in our GER1001- Document Control Procedure”.



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## **7- SALES**

All the sales and marketing processes in GERPAAS are directed by our Trade Department. The advertising of the company and even the purchase orders are in the responsibility of this department. The sales process includes worldwide trading.

## 8- PROCUREMENT

All the procurement processes in GERPAAS are directed by our Procurement Department. The determination of purchase materials depend on the needed department or Planning Department.

Our Procurement Procedure briefly includes the following;

- Purpose of our procurement procedure includes the path of the methods for providing the needed materials from the certain receiver and subcontractor companies on the required date time with the reference of determined quality standards and with respect to the general agreement and technical specifications.
- Our procurement procedure contents are raw materials, subproducts, spare materials, consumables, general needs and investment procurements
- The departments according to our procurement procedure are Procurement Unit, Production Unit, Quality Representative of Management, Planning Unit
- Raw Material and Consumable Procurement: Planning manager checks over the production plan designed by Product Manager, assesses the production stage and stock information, organizes the GER08 Procurement Application Form for needed materials and sends it to the supplier. After receiving the quotation the form is signed as confirmed and than sent to the supplier again. All the raw material, piece and packing material purchasing are done within the list of GER17 Aproved Suplier List. Also Procurement Unit can use purchase order form for the determined materials without any requiring or can order some materials according to agreement between GERPAAS and subcontractor companies and marketing status. The quality of these materials and also the date time of the shipment are under responsibility of Procurement Unit. Planning manager and Product Manager decide the purchasing materials.
- Control of the Procured Materials: Instead of having all of the requested material, the unit asks for a sample. If the sample of the purchased material is not proper than the Procurement Unit Manager decides to request a new sample or to change the supplier
- Reference: GER08: Procurement Application Form  
GER10: Price Offer  
GER17: Aproved Suplier List  
GER19: Production Control Procedure  
GER1004: Selection and Evaluation Procedure of Suppliers

## 9- PRODUCTION

Accomplishing and the control of the production processes are demonstrated in the Process Follow Chart and Quality Plan. The process schedule, testing procedures, preferences, client and supplier information, parameters of the processes and performance criteria are placed in this document.

The staff has to be equipped properly due to the process by their education, skill and experience. The work task directions should be contemporary and true. Material should provide the requirements and should be stored and distributed properly.

Detailed work directions are depending on the skills, knowledge and complexity of the work process. For these directions, minimizing the requirements in production process is done by educated operators in GERPAAS. In addition, critical production steps are identified and mentioned in task directions.

Both product manager and planning manager directs the production planning. When the production plan is ready, planning manager delivers the plan to the product manager as work charge.

Identification of the methods of transporting, stocking and packing the products, according to the consignment area and the qualities of vehicles, with the guarantee of zero harm of the products is under control of the Product manager and also stock and transportation departments.

Gerpa As inspection and quality control systems are in pursuit of high quality aiming continuance of satisfaction in product standards. It is committed to not only satisfying all appropriate industry and customer specifications, but also continuing to establish new standards of product and service excellence. Our management and employees regularly assess all aspects of our design, fabrication, shipping, installation and testing procedures to assure we are meeting this commitment.

### **The detailed Production Control Procedure briefly includes the following;**

- **Quality Standards.** The international standard of IEC 61537 is used in our cable tray and cable ladder systems production. All raw materials used in production (mild steel, pregalvanized steel, and stainless steel) meet the international standards and specifications. The testing procedures are consistent with or exceed the requirements of the Turkish Standard Institute as appropriate. Laboratory testing equipment is certified and traceable to the standards of the Turkish Standards Institute, which is the sole representative authority of IEC in Turkey.
- **Warranties** .Gerpa As may provide the CLIENT, as part of the project documents, a specific written warranty upon request. This document will warrant the quality of the manufactured products' workmanship. Gerpa As will certify in writing that the installed material meets the requirements of the project and the specification and that, under the recommended conditions.

- **Quality Controls:** Prior to the production quality controls the following check-list is observed by the production staff as to increase the output productivity and safety of the environment and the personnel;
  - All periodic controls of the machinery are complete,
  - All moulds are greased where necessary and are free of cracks and burrs,
  - Safety wear is ready for use
  - The work area is free of unknown substances
  - The work area is free of unauthorized personel
  - There is no leakage of any kind in the work area
  - Electrical equipment are ready for use safely
  
- **Raw material acceptance.** The first quality control phase in production is the “raw materials receipt”. The production quality control personnel check the material dimensions, material surface quality, material surface texture and rigidity, dimensional characteristics and tolerances, mechanical properties, chemical properties (if any), weight and the accuracy of the received quantity, visual defects, standards and codes
  
- **Ongoing production control.** Production quality control is kept under supervision by our qualified personnel. Serial production begins after all machinery and mould set ups are prepared and serial production is always intended to be fast, efficient, practical and safe in each detail. In our standardized production system we are in full knowledge of where or how we can encounter the potential problems in production; therefore, we know the profile of potential problems. To avoid reduction in quality and detect the level of production output and the performance level in production, we use the below listed methods during production.
  
- **Final control.** A final strict quality control is made before all finished items are sent to packaging. This control is made by the personnel assigned by the production manager. Irregular items are selected and divided in to 2 groups; 1) Repairs 2) Quarantine. Repairs section consists of semi-finished and finished items in irregular condition which may be fixed and be of use. Quarantine section consists only of the unfixable or unacceptable items. Quarantine section is cleared periodically depending on the level of fullness.
  
- **Unloading.** Unloading can be made with the approval of the authorized personnel. Prior to unloading, the authorized personnel must prepare the environment for a practical and safe unloading process. To unload a truck, the workers must wear gloves and safety caps must be put on when necessary. When unloading is made with forklift, authorized and trained staff must operate the forklift. Pallets (preferably wooden) or cornered sticks must be placed beneath the goods to enable forklift use in unloading process. Unloading can be made 1) by forklift 2) by crane 3) human force

- **Storage.** Material quality is important in metallic items. Protection against corrosion, external risks of impact, dust, mud, water, humid environment and similar outer effects can reduce the life of the metallic items. Storage precautions have a direct influence in this sense of protecting the metallic items.
- **Maintanance of Machinery and moulds.** Machinery maintenance is made periodically by the authorized staff according to the pre-designated Machinery Maintenance Plans. GER2 Machinery Operating Instructions and GER2001 Machinery Maintenance Instructions are followed.
- **Deflection Tests.** Deflection testing involves destructive and non-destructive testing. Safety precautions are taken before, during and after the deflection tests. Deflection test is the major determinant of the fabricated product's strength and physical durability against applied loads. Deflection tests are measured in kilograms and recorded in kilogram or Newton. The destructive tests are performed in accordance with the load tests specified in IEC 61537. The testing equipment at the Gerpa As premises fulfills the requirements specified in IEC 61537. All routine tests are made at our own expense.
- **Safety Policy.** Gerpa As is committed to the protection of the health and safety of its workers and will take all reasonable measures to achieve this goal. Therefore, the company is committed to the prevention of personal injury, occupational disease and the protection from accidental loss of all of its resources, including employees, the environment and its physical assets. In order to fulfill this commitment to protect both people and property, Gerpa As will provide and maintain a safe and healthy work environment and in compliance with legislative requirements. Gerpa As will strive to eliminate any foreseeable hazards which may result in fires, explosions, security losses, property damage, accidents, personal injuries and/or illnesses. Gerpa As has the ultimate responsibility to ensure that every reasonable precaution is taken to protect its employee's health and safety by working in compliance with the law and with safe work practices and procedures established by the Company. Managers and supervisors will be held accountable for the health and safety of the employees under their supervision. It is each supervisor's responsibility to comply with, and promote among their workers, the corporate philosophy of health and safety protection and loss control. In addition to complying with established standards, striving for loss prevention is a company priority objective. Control of losses can only be achieved through the combined efforts of all the employees of Gerpa As. Identification of areas where potential losses may occur is the responsibility of all managers, supervisors and employees. By working together, hazards which have the potential to result in fire, explosions, security losses, property damage or personal injuries / illnesses can be minimized and incidents can be avoided.

## **10- CONTROL OF MONITORING AND MEASUREMENT EQUIPMENT**

The testing and measurement equipments are getting checked according to the annual schedules of national and international laboratories. In order to ensure quality of our products GERPAAS processes the quality control management system.

## 11- CUSTOMER SATISFACTION

Our approach for the customer satisfaction includes providing customer needs, identifying their expectations and being in contact continuously with the customer to receive the intended products. The goal of our customer satisfaction assessments is to learn customers' affection degree for our company, determining our strength and achievement performance against challenge and identifying primacy for the customer affection improvement.



## 12- INTERNAL AUDITS

Our company processes the internal audits as specified in our relevant procedure GER 1005 'Internal Audit Procedure'. Audits are placed in our annual schedule. Results of the Audits are discussed with managers of audited department, if corrective and preventive actions are required, the studies are started and with this way efficiency is achieved and kept under control.

The basics of Internal Audits procedure briefly include the following;

- The purpose of this procedure is controlling of the quality activities and related results with respect to planned organizing, planning the company internal quality controls which aimed to determine the effectiveness of quality system and also providing permanence.
- Audits of company internal quality include determining the properness of the quality system to the planned organizations.
- The responsible staff for this procedure includes General Procedure, Quality Manager, Head Controller and Controlled Unit Manager
- General Manager signs the annual internal audit plan, determines the controllers and evaluates the reports of internal audit results. Quality Manager prepares and distributes the annual internal audit plan, informs the staff about the internal audit Schedule, reports the results of internal audits to the General Manager. Head Controller directs the audit program and audit staff, assesses the data and prepares the report. Controlled Unit Manager informs the staff about the purpose and content of the audit, provides the needed documentation to the staff, organizes the presentation of incompliance
- The quality manager who is expert in ISO 9001-2000 Quality Management System and also familiar with the company internal operation executes the internal audit
- The Annual Internal Plan is prepared on January by Quality Manager, than signed by General Manager and distributed to all the related units.
- Unplanned audits can be executed in case of any modification to the following are required;
  - Change in the organization structure
  - Increase in customer complaints
  - Change standards, laws
  - changes in quality system
  - decrease in performances across units
- All discrepancies are reported in Internal Audit Reports.
- After submission of any Internal Audit Report a Corrective Action Report is issued and signed by the Head Inspector to the head of the department in question. In GER12 Corrective Action Report the detected discrepancies and the failures are specifically reported and a revision is offered. A copy of each report is distributed to that division.
- The final notes of the Audit Reports are collected and stocked by the Quality Manager.
- Quality Manager evaluates and takes the necessary actions on the audit report(s) and delivers to the General Manager
- References: GER2101 (Annual Internal Audit Plan)  
GER2102 (Internal Audit Report)  
GER2103 (Annual Internal Audit Plan Distribution List)

### **13- CONTROL OF NON-CONFORMING PRODUCTS**

During the production process, the controllers check the products if they are proper for the next step. If a product is determined as not-conformed these kinds of products can be repaired, evaluated for alternative application, accepted with permission for deflection or removed as scrap.

## 14- QUALITY POLICY

According to our responsibility of maintaining high standards of business conduct, integrity, safety, quality and respect for people and the environment, we aim to be prudent and proactive in respect of environmental, health & safety, and ethical matters without conceding from our quality policy.

We define the quality as the highness of performance that perfectly satisfies the customer specifications and customer needs, on the basis of customer satisfaction.

Our quality policy is to develop our product and service quality continually due to the customer needs and through our commitments. This policy is in the responsibility of the Top Management. Quality Policy should be transferred to all employees by training and announcements and should be understood and as a result, working according to policy should be achieved.

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