

INSTRUMENTS CONTROL

To obtain objective credible value measurements, Quality instrument management methods are of the utmost importance.

The instrument control activity is managed by the Quality Assurance and it involves all Companies of the Group.

Quality for tests, verifications and final inspection is guaranteed by the efficient and effective use of instruments complying with international standards.

Activities for verification, calibration and instruments traceability, either in case of complex test and inspection instruments or simple comparative tools for go - no go checks (e.g.: masks etc.) are therefore fundamental for the credibility and the very existence of the tests.

The method used to check and calibrate the instruments consists in adopting company measurement reference samples, which, in their turn, refer to international standards. Such instruments are periodically sent for calibration and certification to the national bodies authorized by the Italian Calibration Body (SIT) or other equivalent bodies.

Each instrument is univocally identified by an abbreviated code and is labelled with the latest calibration date.

The internal instruments checks/calibrations are carried out according to the Company instructions indicating the sequence of operations and the acceptance criteria. The software is verified and checked using reference samples. These samples are, to all effects, considered as instruments and are therefore periodically checked/calibrated.

If an instrument results to be out of the tolerance limits or is not working correctly, the Plant/Facility immediately indicates the risk that products checked by this instrument are not conform. At the same time the instrument is removed until it is working correctly. The information is recorded in the calibration register.

MANAGEMENT OF OFFERS AND PURCHASE ORDERS

Datalogic products can be supplied to the final customer in following ways;

- directly by Datalogic S.p.A. when dealing with Big Accounts;
- through Group Companies in charge of the sales and distribution from now on referred to as Trading Companies.
- through other Companies called Quality Partners

In any case the sales contract is supervised in order to verify that the Group Companies are capable of satisfying the supply specifications requested by the Customer

During the re-examination phase all aspects are taken into consideration: **technical factors** (know-how ownership, planning capacity, technical feasibility of the product); **production factors** (availability of suitable technologies, professional skills, resource availability to comply with the agreed time limits); **qualitative factors** (ability to comply with the required qualitative standard); **economical factors** (product cost evaluation, marketing cost evaluation, management costs evaluation, evaluation of returns).

Client order management is an integral part of contract re-examination and consists of:

- verifying the correctness/completeness of the order;
- verifying the capacity to satisfy the client's request;
- meeting the client's needs in terms of response time.

The contract re-examination varies according to the type of articles requested by the Customer. They may fall into two categories:

- Standard products:

Products included in the official price list.

In this case the re-examination of the contract consists in accepting and confirming the client's order and in verifying that the economical/production aspects related to supply conditions are respected (payment, delivery time and shipping terms) and that the order is complete and correct.

- Special products:

These products derive from standard models but have hardware and/or software modifications and/or are equipped with special accessories.

Such products are made on the basis of specifications established by the customer.

In this case, the supervision of the contract implies checks on the technical, qualitative, economical and productive aspects and on the compliance with the specific customer requests involving different Company Departments.

The re-examination of the contract is considered completed only after the official release of technical, production and end-user documentation on the product referred to in the contract.

LOGISTICS

MATERIAL SUPPLY

Datalogic has defined ways and responsibilities related to the management of the supply of material, product and services affecting the Quality of products and services sold to the Customer.

Here below are the rules Datalogic has established in order to:

- use qualified suppliers;
- adequately define with contracts the requirements of the material/performances supplied by the customer;
- verify that the supplied products/services comply with the required specifications.

The purchase order is the document allowing to define precisely and univocally the supply object and conditions so that the supplier is able to meet any requirements.

The purchase order contains indications about the item to be supplied, standard information about quantity, price, currency (if necessary), delivery times and payment conditions.

Moreover, if necessary, the purchase order contains all technical documents (drawings, technical specifications, etc..) to enable the supplier to be fully confident on the item Datalogic has purchased.