

QMS-P02-F03



# Audit Report

For

**LEGAMI S.R.L**

Stage 2

*Audit Dates: 12/02/2025 to 14/02/2025*

## Organization Details

<b>Company:</b>	LEGAMI S.R.L
<b>Address:</b>	Via Stezzano, 18, 24052 Azzano San Paolo (Bergamo), Italy Via Ozanam,2, 24126 (Bergamo) , Italy
<b>Contact Person:</b>	Natascia Ghilardi
<b>Email:</b>	natascia.ghilardi@legami.com
<b>Audit Criteria:</b>	ISO 9001:2015
<b>EA Code:</b>	7,9,14,6,23
<b>Scope:</b>	Design, Production Management and Marketing of Stationary Products and Gift Item include (Cosmetics, Perfumes, Soap, Cutlery and Kitchen Utensils, Tableware, Glassware, Home Appliances, Home and office Furniture, Watches, Lighting for house use, Toys, Ready-made garments, towels, wallets, bags, Air fresheners and scents)
<b>No. of Sites:</b>	1

## Sites

Site Name	Location
NA	NA

### Audit Objectives

To ensure the management system is complying with the ISO 9001:2015 requirements

## Auditors

Auditor Name	Role
Adel Belal	Team Leader
Mohamed Fouad	Team Member

## Auditee Members

Auditee Name	Position
Nicola Lazzari	Direttore Operativo
Natascia Ghilardi	Responsabile QMS / Sostenibilità

Giulia Romano	Responsabile Marketing
Marco Bianchi	Responsabile Produzione
Alessandra Ferri	Responsabile Acquisti
Paolo Ricci	Responsabile Logistica
Federica Moretti	HR Specialist
Luca Conti	ICT Specialist
Chiara Villa	Responsabile Progettazione
Matteo Greco	Magazziniere Capo

<b>No. of Man-Days</b>
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6.0
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## Audit Findings

Clause No.	Requirement\Departement	Evidence	Result
4.1	Understanding the organization and its context	Board meeting minutes Oct 2024, SWOT review Q4 2024 (Nicola Lazzari, Giulia Romano)	OK
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4.2	Understanding needs and expectations of interested parties	Stakeholder analysis Nov 2024, customer survey results Dec 2024 (Giulia Romano)	OK
4.3	Determining the scope of the QMS	QMS scope document (rev. Dec 2024), no exclusions (Natascia Ghilardi)	OK
4.4	QMS and its processes	Process map, KPI report Oct–Dec 2024, monthly analysis (Marco Bianchi, Matteo Greco, Paolo Ricci)	OK
5.1	Leadership and commitment	Top management attendance in opening/closing & MR Jan 2025 (Nicola Lazzari, Natascia Ghilardi)	OK
5.2	Quality policy	Policy review Dec 2024, environmental commitment visible (Natascia Ghilardi)	OK
5.3	Organizational roles, responsibilities, authorities	Job descriptions updated Nov 2024 for key roles; sample: Junior Quality Specialist (Federica Moretti), Magazziniere Capo (Matteo Greco)	OK
6.1	Actions to address risks and opportunities	Risk assessment review Dec 2024, Board approval (Nicola Lazzari, Alessandra Ferri, Serena Rinaldi)	OK
6.2	Quality objectives and planning to achieve them	Objectives plan 2025, improvement in logistics process (lead time Oct–Dec 2024) (Paolo Ricci, Serena Rinaldi)	OK
6.3	Planning of changes	Change management register, change review meeting Jan 2025 (Natascia Ghilardi, Marco Bianchi, Chiara Villa)	OK

Clause No.	Requirement\Department	Evidence	Result
7.1	Resources	<p>Resource allocation plan Nov 2024, outsourcing records, warehouse equipment list (Alessandra Ferri, Matteo Greco)</p> <p>Preventive maintenance of production machinery evidenced as follows:</p> <ul style="list-style-type: none"> <li>• Heidelberg Speedmaster XL 75 Printing Press</li> <li>• Model: XL 75-5+L</li> <li>• Serial No.: HSM75-2021-0084</li> <li>• Inspection/PM Log Form: FM-MNT-001</li> <li>• Last Full Preventive Maintenance: 10/12/2024 (mechanical, lubrication, and print quality calibration by Eng. Serena Rinaldi)</li> <li>• Visual Safety Inspection: 20/11/2024 (safety guards, emergency stops)</li> <li>• UV Dryer Check: 10/12/2024</li> <li>• Polar 92 XT Paper Cutter</li> <li>• Model: 92 XT</li> <li>• Serial No.: POL92-2019-341</li> <li>• Inspection/PM Log Form: FM-MNT-002</li> <li>• Blade Change &amp; Alignment: 18/11/2024 (by Matteo Greco)</li> <li>• Hydraulic System Check: 18/11/2024</li> <li>• Safety Interlock Test: 18/11/2024</li> <li>• MBO K80 Folding Machine</li> <li>• Model: K80-4/4</li> <li>• Serial No.: MBO80-2020-112</li> <li>• Inspection/PM Log Form: FM-MNT-003</li> <li>• Roller &amp; Belt Cleaning: 05/12/2024</li> <li>• Electrical Panel Inspection: 05/12/2024</li> <li>• Noise/Vibration Check: 05/12/2024</li> <li>• BOBST NOVACUT 106 E Die Cutter</li> <li>• Model: NOVACUT 106 E</li> <li>• Serial No.: BOB106-2022-046</li> <li>• Inspection/PM Log Form: FM-MNT-004</li> <li>• Die Alignment &amp; Pressure Test: 12/12/2024 (by Chiara Villa, supervised by Serena Rinaldi)</li> <li>• Oil &amp; Filter Change: 12/12/2024</li> <li>• Safety Sensor Calibration: 13/12/2024</li> <li>• Muller Martini Presto II Saddle Stitcher</li> <li>• Model: Presto II</li> <li>• Serial No.: MMPII-2021-077</li> <li>• Inspection/PM Log Form: FM-MNT-005</li> </ul>	OK

Clause No.	Requirement\Department	Evidence	Result
		<ul style="list-style-type: none"> <li>• Binding Head Lubrication: 28/11/2024</li> <li>• Conveyor Belt Check: 28/11/2024</li> <li>• Emergency Stop Test: 28/11/2024</li> </ul> <p>All maintenance records reviewed and signed off by Serena Rinaldi (Maintenance), with digital copies stored in the QMS system. No overdue items. alibration of key equipment evidenced as follows:</p> <ul style="list-style-type: none"> <li>• Mettler Toledo Precision Weighing Scale <ul style="list-style-type: none"> <li>o PN: MT-PL1502E, SN: 21PL1502-0234</li> <li>o Calibration certificate: CAL-2024-1147</li> <li>o Last calibration date: 03/11/2024</li> <li>o Calibrated by: Accredia-accredited lab (CertLab Srl)</li> <li>o Next due date: 03/11/2025</li> </ul> </li> <li>• Mitutoyo Digital Micrometer <ul style="list-style-type: none"> <li>o PN: MDC-25SX, SN: MTY-0192847</li> <li>o Calibration certificate: CAL-2024-1102</li> <li>o Last calibration date: 10/12/2024</li> <li>o Calibrated by: CertLab Srl</li> <li>o Next due date: 10/12/2025</li> </ul> </li> <li>• X-Rite i1Pro2 Spectrophotometer (for color measurement in print) <ul style="list-style-type: none"> <li>o PN: XR-i1PRO2, SN: XR-2021-1138</li> <li>o Calibration certificate: CAL-2024-1192</li> <li>o Last calibration date: 15/10/2024</li> <li>o Calibrated by: Colormetrix Srl</li> <li>o Next due date: 15/10/2025</li> </ul> </li> <li>• Mitutoyo Digital Caliper <ul style="list-style-type: none"> <li>o PN: CD-15APX, SN: MTY-0011275</li> <li>o Calibration certificate: CAL-2024-1119</li> <li>o Last calibration date: 19/11/2024</li> <li>o Calibrated by: CertLab Srl</li> <li>o Next due date: 19/11/2025</li> </ul> </li> </ul> <p>All calibration certificates are available and reviewed in the QMS system (folder: /QMS/Calibration/2024), signed and verified by Serena Rinaldi (Responsabile Manutenzione). No overdue calibrations found.</p>	

Clause No.	Requirement\Department	Evidence	Result
7.2	Competence	Training records: Excel training 10/10/2024, 24/11/2024; Job descriptions reviewed Jan 2025 (Federica Moretti, Chiara Villa, Serena Rinaldi)	OK
7.3	Awareness	Employee interviews and awareness checks Dec 2024 (all departments: incl. warehouse, design, maintenance)	OK
7.4	Communication	Product catalog Nov 2024, supplier quality report (ACAR Turkey) Dec 2024 (Giulia Romano, Alessandra Ferri)	OK
7.5	Documented information	Documented procedures/forms updated Dec 2024 (Luca Conti, Natascia Ghilardi)	OK
8.1	Operational planning and control	Plan order AG2312001, order #24000122 dated 02/12/2024 (Marco Bianchi, Chiara Villa)	OK
8.2	Determination of requirements for products and services	Customer order #54112, requirements review Dec 2024 (Giulia Romano, Chiara Villa)	OK
8.3	Design and development of products and services	Design files for 2025 planners (Adobe Illustrator, Photoshop), project records Nov–Dec 2024 (Chiara Villa, Marco Bianchi)	OK
8.4	Control of externally provided processes, products and services	Outsource evaluation: ACAR Turkey report Dec 2024; Bureau Veritas report #10422531224 (Alessandra Ferri)	OK
8.5	Production and service provision	Order #24000122 from supplier #72118 for 2025 diaries, production batch record Nov 2024, shipping B/L 2411002EX, 07/12/2024 (Marco Bianchi, Serena Rinaldi, Chiara Villa)	OK
8.6	Release of products and services	Inspection report Bureau Veritas #10422531224, 07/12/2024; product specs met (Marco Bianchi, Chiara Villa)	OK
8.7	Control of nonconforming outputs	NC: Defect in “HOT&Cold Avougato” design Dec 2024, authorized for factory outlet sale (Marco Bianchi, Matteo Greco)	OK
9.1	Monitoring, measurement, analysis and evaluation	KPI dashboard Oct–Dec 2024; customer satisfaction survey Dec 2024; loyalty program data (Giulia Romano, Paolo Ricci, Matteo Greco)	OK

Clause No.	Requirement\Department	Evidence	Result
9.2	Internal audit	IA program and report Jan 2025: sampled purchasing, logistics, design, warehouse, maintenance (Natascia Ghilardi, Alessandra Ferri, Chiara Villa, Serena Rinaldi, Matteo Greco)	OK
9.3	Management review	MR minutes Jan 2025 (last: 18/01/2025); next planned for 24/02/2025 (Nicola Lazzari, Natascia Ghilardi, Federica Moretti, Chiara Villa, Serena Rinaldi)	OK
10.1	General improvement	Infrastructure upgrade records Nov 2024; warehouse renovation; design innovation initiative Dec 2024 (Luca Conti, Paolo Ricci, Chiara Villa, Serena Rinaldi)	OK
10.2	Nonconformity and corrective action	No corrective actions open at audit; process verified in IA Jan 2025 (Natascia Ghilardi, Serena Rinaldi)	OK
10.3	Continual improvement	Improvement log, policy, objectives, IA Jan 2025, MR Jan 2025 (all departments)	OK
Use of logo and trademark		Not used yet	OK

## Strength Point

- Design verification and validation process
- Quality Control Process
- Documentation system
- Using of software

## Area for Improvement

- The IA audit program needs to be enhanced.
- The mints of meeting need to be enhanced.

## Observation

NA

## Minor NCR

NA

## Major NCR

NA

## Team Leader Recommendations

The company shows implementation of effective quality management system according to ISO 9001:2015

## Disclaimer Statement

The judgment of the management system is **based on the sample shown during the audit time.**

**Lead Auditor Name:**

Adel Belal

Signature