

Verified by	QMS Manager	Approved by	RDQ
Signature CLAUDIA AGOSTA		Signature RAFFAELLA AGOSTA	

REVIEWS		
Rev. no.	Date	Description
0	02/02/05	No changes, issue of edition 2 of all quality management system documentation for new processes insertion
1	06/03/07	Clarification on handling journal requests
2	30/11/07	General review of the process and records: modification of the tools for scheduling publication in para. 4.1.3, modification of the tools for monitoring and recording activities in para. 4.1.4.1, 4.1.4.2, 4.1.4. 3, 4.1.4. 4, 4.1.5, clarifications to paras 4.1.4.6, 4.1.4.7, 4.1.4.8, 4.1.4.9, 4.1.4.10, modification of tools for monitoring and recording activities in paras 4.1.5.2, 4.1.5.3, 4.1.5.4, 4.1.5.6
3	10/10/08	Procedure amended following change in responsibilities for approval of procedures and manual (RDQ), inclusion of new position of Head of Publishing Area
4	12/01/11	Deletion of the module Item Sheet (IS) as the content has been incorporated into the new modules PART A and PART B
5	29/07/11	Deletion of the RSGS Graphics/Printing Services Request Form with e-mail from the system
6	06/02/13	Amendments following change in company organisation chart and inclusion of reference to checklist in Section 6, clarification of checks to be carried out on blueprints
7	15/05/18	Introduction of the Publishing and Graphics Coordinator to the process
8	21/01/19	Replacement of PART A and PART B article protocol and SRIV journal form with new entries for journal preparation, change in frequency of customer satisfaction survey (from annual to biannual)
9	14/07/21	Updated Section 4.1.4.1 to further specify the checks to be carried out on articles by the Editorial Secretariat
10	07/03/22	Updating the procedure to include the Scholarone platform in the process

TABLE OF CONTENTS

1.	PURPOSE AND SCOPE.....	3
2.	DEFINITIONS AND ABBREVIATIONS	3
3.	LIABILITY	3
4.	PROCESS.....	3
4.1.	Process 1 - MANAGEMENT OF PUBLISHING ACTIVITIES	3
4.1.1.	SUB-PROCESS 1.1 - DESIGN OF PUBLISHING PRODUCTS	3
4.1.1.1.	Design planning	3
4.1.1.2.	Identification and review of design inputs	3
4.1.1.3.	Design results	4
4.1.1.4.	Design reviews/checks	4
4.1.1.5.	Design Validation.....	4

MANAGEMENT OF PUBLISHING ACTIVITIES

Review No. 10 - 07/03/22

4.1.2.	SUB-PROCESS 1.2 - ACQUISITION OF CUSTOMER SPECIFICATIONS AND REVIEW OF REQUIREMENTS.	4
4.1.3.	SUB-PROCESS 1.3 - PROGRAMMING THE PUBLICATION OF PRODUCTS.....	5
4.1.4.	SUB-PROCESS 1.4 - JOURNAL MANAGEMENT	5
4.1.4.1.	Defining and reviewing articles to be included in each issue of the journal.....	5
4.1.4.2.	Collection of advertising	6
4.1.4.3.	Organising journal printing	7
4.1.4.4.	Organising the dispatch of journals to readers.....	7
4.1.4.5.	Sending articles to authors	8
4.1.4.6.	Uploading journals on the website	8
4.1.4.7.	Managing journal subscriptions	8
4.1.4.8.	Managing journal copy requests.....	8
4.1.4.9.	Organising and managing the journal archive.....	9
4.1.5.	SUB-PROCESS 1.5 - MANAGEMENT OF OTHER PUBLISHING PRODUCTS	9
4.1.5.1.	Sponsorship of publishing products	9
4.1.5.2.	Preparing materials and organising book printing	9
4.1.5.3.	Creating and developing magnetic media.....	10
4.1.5.4.	Dispatch of publishing products	10
4.1.5.5.	Books/Magnetic Media Storage Organisation	10
4.1.5.6.	Uploading editorial products on the website.....	10
4.1.5.7.	Selling editorial products	10
4.2.	SUB-PROCESS 1.6 - ASSESSMENT OF CUSTOMER SATISFACTION	10
5.	DOCUMENTED INFORMATION	11
6.	DOCUMENT MANAGEMENT	11
7.	ATTACHMENTS	11

1. PURPOSE AND SCOPE

This procedure defines the responsibilities, operating methods and documentation used by Biomedica to manage services for the design, manufacture and distribution of products for third parties.

2. DEFINITIONS AND ABBREVIATIONS

PRES: President

DG: Director General;

ES: Editorial Secretary;

PGC: Publishing and graphics coordinator

EIC: Editor in Chief (Scientific Director)

AP: Associated Publishers

Corresponding author: this is one of the authors of an article, who is identified as the reference for all communications.

3. LIABILITY

Responsible	Collaborate	Collaborate	Collaborate
DG	ES	PGC	PRES

4. PROCESS

4.1. PROCESS 1 - MANAGEMENT OF PUBLISHING ACTIVITIES

4.1.1. SUB-PROCESS 1.1 - DESIGN OF PUBLISHING PRODUCTS

4.1.1.1. Design planning

Following the contractual agreement (see procedure P04 "Management of commercial activities") with the commissioning organisation or the author of the editorial product, the General Manager of Biomedica, in collaboration with the Publishing and Graphics Coordinator, identifies the Editorial Office that will manage the product and, with its collaboration, carries out the design planning. This is documented on the form **DPF "Design Planning Form"**, specifying the phases into which the design is divided (including reviews, checks and validation), the persons responsible for the phases, the external and internal interfaces, the documents to be used in each phase, the documents to be produced and the expected deadlines. Where entities external to Biomedica are involved in the design, the responsibility for reviews shall remain with Biomedica.

Design planning documents are kept up to date by the Editorial Secretary as design activities progress.

4.1.1.2. Identification and review of design inputs

The Editorial Secretary, in collaboration with the Area Coordinator and the Editor in Chief, identifies and documents on the **EPDIS "Editorial Product Design Input Sheet"** form the design input elements, which may include:

- legal provisions;
- contractual provisions;
- other requests from the client;

- minimum economic and technical conditions to be met;
- needs of product recipients;
- any others.

The input elements are checked by the Director General, who assesses their completeness and the absence of ambiguities and conflicts. In the case of a positive result, the Director General shall record it on the same EPDIS form under their name. In the case of a negative result, they shall record the decision on the need to acquire further elements or to suspend the design.

4.1.1.3.Design results

The results of the design, i.e. the output elements, are the specifications of the publishing product and the associated services to be provided, which, depending on the type of product, are listed on

- a. Journal Specification Sheet (JSS);**
- b. Book Specifications Sheet (BSS);**
- c. Magnetic Media Specification Sheet (MMSS).**

The drafts of the editorial product, which are attached to the aforementioned sheets, also represent the results of the design.

4.1.1.4.Design reviews/ checks

The review/verification of the project is carried out during meetings between the General Manager, the Publishing and Graphics Coordinator, the Editorial Secretary and any other departments involved in the design (identified in EPDIS), through a critical analysis of all aspects of the publishing product, in order to verify that the results meet the input requirements of the design, are correct and complete, and that the company is able to meet the product/service requirements.

Specifically, the compatibility of the various design elements is checked and any issues that arise during the design process are considered in order to find optimal solutions.

The review is carried out during the development of the project phases, if necessary on several occasions as planned.

The conclusions of the review, and in particular the action to be taken, are documented by the Editorial Secretary directly on the sheet relating to the editorial product (JSS Journal Specification Sheet, BSS Book Specification Sheet, MMSS Magnetic Media Specification Sheet, as applicable) and signed by the participants.

If the design check is negative, the same managers will make the necessary adjustments and/or additions by amending the project plan.

4.1.1.5.Design Validation

Design validation is performed to ensure that the product resulting from the design can meet the user's requirements. The methods and acceptance criteria for the validation activities are defined during the design phase and are carried out prior to product realisation.

The result of the validation activities is reported on the **EDCS Editorial Design Validation Sheet** by the Director General of Biomedica.

4.1.2. SUB-PROCESS 1.2 - ACQUISITION OF CUSTOMER SPECIFICATIONS AND REVIEW OF REQUIREMENTS

If the specifications of the editorial product have been defined by the client and do not require design work, they will be collected by the Publishing and Graphics Coordinator and, if necessary, documented on

- a. Journal Specification Sheet (JSS);**
- b. Book Specifications Sheet (BSS);**
- c. Magnetic Media Specification Sheet (MMSS).**

The documents referred to in (a), (b) and (c) above will be reviewed by the Director General and signed after successful review of the product/service requirements.

Where necessary, the above mentioned documents may include appropriate examples to be used by the Editorial Secretary as a reference (e.g. page format required by the customer).

4.1.3. SUB-PROCESS 1.3 - PROGRAMMING THE PUBLICATION OF PRODUCTS

The broad publication schedule for journals is set out in the **Journal Specification Sheet** and may be refined annually by mutual agreement with the Scientific Director of the journals and other bodies of the Scientific Association: every detailed annual schedule is documented in a **Minutes of Meeting** or in an **Editorial Plan** prepared by the Editorial Secretary.

For other publishing products, the Director General of Biomedica sets deadlines for the completion of the main activities. These can be found on the **EPS Editorial Product Sheet**.

Any changes must be approved by the Director General and noted on the same sheets by the Editorial Secretary.

4.1.4. SUB-PROCESS 1.4 - JOURNAL MANAGEMENT

4.1.4.1. Defining and reviewing articles to be included in each issue of the journal

For each journal, the Editorial Office manages the "**Journals_journalinitials_year**" file, which contains the following sheets:

1. **ARS Article Status** (to be used only when articles are submitted spontaneously by candidate authors, not necessary if sorting has already been done by the journal's Scientific Director at the time of submission to the Secretariat);
2. **DOI Article Identification** (only if relevant, i.e. if the journal considers it necessary);
3. **RW Rejected_withdrawn Articles** (only in case of spontaneous submission of articles, otherwise the sorting has already been done by the Scientific Director and no trace of it remains in the Secretariat);
4. **JS1 Journal Sheet1**, specific to each issue of the journal to be published;
5. **JS2 Journal Sheet2**, specific to each issue of the journal to be published;
6. Any other sheets containing details of the data contained in the aforesaid sheets, to be made available to the Scientific Director of the journal.

Articles for publication are received by the Editorial Office either by manual submission or via the ScholarOne platform (except in special cases approved by the Editorial Office, articles received by e-mail are forwarded to the ScholarOne platform by the Editorial Office itself), and:

1. Fills in the **ARS Article Status** Sheet, used for each journal, only when articles are submitted spontaneously by authors, by entering: article identification code, year, title, authors, etc.; when it is the Scientific Director who indicates the authors and titles of articles to be included in the specific journals, this information is entered directly in the **Journal Sheet1** of the specific issue of the same journal, mentioned below;
2. Stores the received article in the computer folder identified by the journal name (if the article was not submitted via the ScholarOne platform).
3. **Checks, either by e-mail submission or via ScholarOne, that the article meets the editorial standards** published in the journal's No. 1 issue each year:
 - If the response is positive, proceeds to point 4;
 - In the event of a negative response, sends a message to the author with instructions to adapt the article to editorial standards.
4. If the article is submitted by e-mail, the Secretariat will send the author a message acknowledging receipt of the article, indicating the title and reference number to be included in all future communications, and the **No Conflict of Interest Form**, which the author will be asked to complete; if the article is submitted via ScholarOne, the Secretariat will complete the Admin Checklist, by which the Secretariat approves the manuscript for the editorial review process.
5. Sends the article to the Editor in Chief (EIC), who decides how to handle it (e.g. submit for review, reject, hold until further notice, etc.); on the ScholarOne platform, once the Admin Checklist has been completed, the document is automatically sent to the EIC's dashboard; the Editor in Chief can then manage the paper by assigning an Associate Editor (EA) to it.
6. if the article is to be submitted for review, note the name of the reviewer and the topic communicated by the Scientific Director in the column of the **SAR Article Status** form;
7. If the paper is submitted manually, the review process begins, which consists of one or more of the following cycles:
 - Sends the article to the notified reviewer, indicating the deadline by which they must notify whether or not the article has been accepted and any corrections to be made;
 - Notifies the author of the acceptance or non-acceptance of the article;
 - Sends the reviewer's correction instructions to the author, stating the deadlines for the author's delivery of the revised article;
 - Forwards the revised article from the author to the reviewer for approval;

- Forwards the revised article to the Scientific Director, who provides further guidance until acceptance and approval of the layout;
- records all actions taken on each article, the reported deadlines and the result of these actions on the article in the "History - Article Status" section of the ARS Article Status form.

If the paper is submitted using the ScholarOne platform, the review process runs through the platform and involves the following cycles

- The EIC assigns the manuscript to one of the EAs. The EA takes charge of the article and assigns it to reviewers.
- The reviewer is notified via the platform so that he or she can access the platform and review the manuscript by a specified date.
- When all reviewers have completed their evaluation of the manuscript, the EA collects the opinions received and sends the proposed action to the EIC (rejection, major or minor changes, acceptance).
- The EIC, whether following the suggestions received or not, makes a decision on the manuscript and sends a communication via the platform to the author.
- The author resubmits the updated version of the document via the platform.
- The editor must complete the Admin Checklist to restart the evaluation process of the new version until it is accepted and approved for layout.
- All actions are automatically reported by the system within the AUDIT TRAIL section. The Secretariat records the main actions in the "History - Article Status" section of the ARS Status form.

8. After receiving layout approval from the Scientific Director, they prepare the layout, possibly with the help of a professional typesetter, and check the following:
 - a. Compliance with the requirements contained in the revised JSS Journal Specification Sheet;
 - b. The presence, correctness and completeness of: text, image references, tables and captions, references, headers and footers, symbology, and makes any changes required as a result of the checks;
 - c. Compliance with the contents of the "BC Rules" file

NB: The references of each article are checked to ensure that they comply with the "Vancouver Guidelines" and that they are complete: if they are incomplete, the Editorial Office can check them on the PubMed search engine and complete them, otherwise the author will be asked to complete them.
9. Sends the formatted article to the Scientific Director and adds any further editorial instructions provided by the Scientific Director to the "BC Rules" file, which is a set of instructions updated by the Editorial Office to be checked for compliance with each following submission (verification according to point c).
10. Carries out any further action decided by the Scientific Director on the paper, including any further communication with reviewers and authors, until a positive result is obtained from the same Scientific Director.

Through meetings or communication, the Editorial Secretary agrees with the Scientific Director on the articles to be included in the first issue to be published. This indication is documented by the editorial secretary on the **JS1 Journal Sheet1** (for the specific issue of the journal in preparation), in which the content of each line of the **SAR Article Situation** file is reported. From that moment on, all the actions related to each article are recorded both on the **ARS Article Status sheet** and on the **JS1 Journal Sheet1**, including the possible section in which the article is to be included, as decided by the Scientific Director.

If the journal so requires, once the article has been accepted by the Scientific Editor, it will be transcribed on the **DOI Article Identification Sheet** (only if the latter sheet is required).

Rejected articles, if any, will be transcribed on the **Rejected-Withdrawn Articles** sheet (in the file only when this case may occur).

The Scientific Director will decide if and when individual articles will be published online; this information will also be indicated by the Secretary on the **DOI Article Identification**.

If, as mentioned above, the use of the ARS Article Status Sheet is not required, the entries on this sheet will be recorded on the **JS1 Journal Sheet1**.

4.1.4.2. Collection of advertising

If the agreement with the customer provides for the possibility of placing advertising pages in the journals, the management sets the advertising rates for each journal at the end of the year. These rates are set out in the **AR Advertising Rates** document, which is checked and signed by the President of Biomedica. The document also contains information about the journals, any discounts and expected delivery times for installations. This document is sent to potential commercial companies operating in the medical industry, with whom a contract has already been signed in previous years, or to potential companies interested in advertising in the journals.

At the beginning of the year, the Editorial Secretary, together with the President, contacts commercial companies and sends out the **Journal Advertising Order (JAO)**, which specifies the layout and cost of the advertisement for each issue of the

Journal. This document, which formally concludes the contractual agreement, must be signed by a representative of the company interested in the advertisement and by the President of Biomedica. As an alternative to this document, contracts may be signed (e.g. upon request of the company).

For each issue of the journal, the Editorial Secretary:

- Checks with the OPR where the advertisements purchased by the companies are to be placed in the specific issue of the journal;
- Sends a message to the sponsoring companies when the journal is being prepared, requesting them to send the advertising material to be included in the journal being prepared by a certain date, if the advertising material is not yet available;
- Asks for the material to be published if the delivery date has expired without receiving a response;
- Indicates in the "Status" column, the stage of the **JS2 Journal Sheet2** corresponding to the specific issue of the magazine, all the actions related to the collection of advertising until the agreement with the sponsoring companies is finalised;
- Checks that the type of advertising complies with what has been agreed in the contract with the journal's client;

4.1.4.3.Organising journal printing

The Editorial Secretary prepares the journal files to be sent to the printing press and checks:

- o That the positioning of the advertising corresponds to what has been contractually agreed, by providing evidence of this in the "Status" column corresponding to the phase of JS2 Journal Sheet 2 of the specific issue of the journal
- o Correctness of the pages containing advertisements in the journal with regard to the agreements with the companies.
- o Correctness of the table of contents and references included in the journal;
- o Number of pages divisible into sixteenth;
- o Compliance with the specifications (JSS) of the graphics;
- o Correspondence to the specifications (JSS) of the cover, presence and correctness of the journal number, title and images;
- o Correct sequence of page numbers;
- o Presence, correctness and readability of headers and footers and compliance with specifications (JSS);
- o Readability of images.

The result of the checks is documented in the "Status" column corresponding to the stage on the **JS2 Journal Sheet2** form of the specific journal issue.

The editorial secretary sends the article file to the printing press by e-mail, with all the information relevant to the draft request (number of copies of the journal, date of delivery of the draft, etc.), monitoring the lead time and, if necessary, making a reminder.

When the copy of the journal is received, the Editorial Secretary carries out a check (volume number and corresponding month, ISSN code on the cover and in the general information section, subject page reference on the cover, page reference between table of contents and article, page numbering and headings), the result of which is reported in the **JS2 Journal Sheet2** form.

Once the checks have been successfully completed, the Editorial Secretary will authorise the printing press to proceed with the printing of the journals by e-mail, indicating any further corrections to be made. The draft with any corrections will be attached.

The graphic service provider delivers the journals to the carrier (qualified according to P03 and notified by the Editorial Office by e-mail) according to the instructions received from the Editorial Office.

All activities related to the phase are documented in the "Status" column corresponding to the phase on the **JS2 Journal Sheet2** form.

4.1.4.4.Organising the dispatch of journals to readers

The journals are sent by postal subscription or by ordinary mail through an external courier service.

Journals are sent to subscribers whose subscriptions are managed directly by the Editorial Secretary (where applicable), to members of the Scientific Society whose list is provided by the Secretariat of the Scientific Society, and to individuals identified in the journal specification sheet.

With reference to the dispatch, the Editorial Secretary:

- Prepares a file containing the list of those who are to receive the journal (see **JSS Journal Specifications Sheet**) [members, subscribers, authors of each article, customers];
- Uses a postal subscription, checking the funds available in the postal account and, if necessary, making a deposit;
- Prepares the letter of specification for the dispatch of the journal, clearly stating the number and name of the journal and any attachments (e.g. address books).

The printing press delivers the necessary documents to the courier (letter of specification, postal booklet to be returned to Biomedica after dispatch).

Reception is checked by registration on the mailing list of the Editorial Secretary at Biomedica headquarters and the President of Biomedica.

The results of these checks are documented by the Editorial Secretary on the **JS2 Journal Sheet2**.

4.1.4.5.Sending articles to authors

The secretary will forward each article to the corresponding author when printing the journal, indicating this on the **JS2 Journal Sheet2** form in the "Status" column corresponding to the "Journal printing" stage.

4.1.4.6.Uploading journals on the website

When the journal is completed, the Editorial Secretary also arranges for the articles to be published on the websites of the relevant societies or of the journal itself. A newsletter containing the contents of the journal is also sent to members.

Proof of completion of these activities is documented by the Editorial Secretary in the **S2 Journal Sheet2**, in the "Status" column corresponding to the "Journal printing" stage.

4.1.4.7.Managing journal subscriptions

Subscriptions to the journals can be made online: interested persons may visit the Biomedica website, fill out the appropriate **form** and pay by credit card.

Subscriptions can also be requested by sending the **subscription request form** (available on the website) or other **request document** and proof of payment to the Editorial Secretary.

The Editorial Secretary:

- enters the new subscriber in the journal's subscriber list and requests any missing data;
- requests an invoice from the administration department.

The invoice is then checked and sent by the Editorial Secretary.

All paper requests are filed in a dox in journal order and alphabetically by year.

4.1.4.8.Managing journal copy requests

Requests for copies of the Journal from members or subscribers who are entitled to receive the Journal but have not received it will be dealt with by the Editorial Secretary by sending them free of charge. Requests may be made in writing or by telephone, in which case they will be recorded by the Editorial Secretary. Processing will be documented directly on the request or at the end of the note (indicating the date and method of dispatch) and kept in a special binder.

Individuals or companies wishing to purchase copies of the journals should send a written request to Biomedica. Biomedica will send a quote, signed by the Editorial Secretary, including the cost of the journals and postage, which must be paid in advance. If the client accepts the quote, they send a copy of the quote for acceptance and a copy of the payment, and the Editorial Secretary sends the journals to the client after receiving the documents. Again, the secretary records the processing (date and method of dispatch) on the customer's acceptance document.

4.1.4.9.Organising and managing the journal archive

The journals are stored as follows:

- Storing of a copy in the Historical Archives;
- One copy is given to the President of Biomedica;
- Storing some copies in the office, while the remaining copies are stored in the warehouse by the storekeeper.

The loading and unloading of the journals is recorded by the storekeeper as specified by the Editorial Secretary in a special file called "**Warehouse Archive**".

4.1.5. SUB-PROCESS 1.5 - MANAGEMENT OF OTHER PUBLISHING PRODUCTS

4.1.5.1.Sponsorship of publishing products

If the Editorial Board decides to request a financial support to print an editorial product, the Editorial Secretary sends a letter to the medical companies identified as potential sponsors, presenting the editorial product, its authors, contents and conditions of sponsorship.

This letter will present the editorial product and in particular: the title, the authors, the contents, the table of contents, the conditions of sponsorship, the fee, the relative quantity and the method of payment, the deadline for reply, the publication period.

If the companies do not reply by the date indicated in the letter, the Editorial Secretary will contact them.

In the case of companies accepting sponsorship, an order letter is required, to be addressed to Biomedica, stating the amount of sponsorship, the method of payment, the invoicing details, the quantity to be sent to the same company, the address to be used for delivery and the contact person.

4.1.5.2.Preparing materials and organising book printing

The Editorial Secretary will contact the author to send the material (articles/texts) if they do not already have it.

When the material is received, it is checked for readability and stored on the computer in the product management folder.

The Editorial Secretary typesets the material and sends it to the book editor, who makes changes and forwards it to the editorial secretary, who then edits the draft book; on average, there are three or four revisions of the material before the final draft is ready. The progress of the editorial process can always be tracked by consulting the **EPS Editorial Product Sheet** form.

Once the final draft has been produced, the Editorial Secretary creates the product file and checks its content for

- The presence, accuracy and completeness of the text and references to images, tables and captions
- Correctness of the table of contents
- The number of pages divisible into sixteenths
- Compliance with the graphic layout specifications (indicated on the BSS form)
- Compliance with the cover specifications, presence and correctness of the book number, title and images (see BSS form)
- The correct order of the number of pages;
- The presence, correctness and readability of headers and footers and compliance with the specifications (BSS form);
- The readability of images and symbols.

The outcome of the checks is documented in the **EPS Editorial Product Sheet** file.

Once the checks have been successfully completed, the Editorial Secretary sends the file to the Graphic Designer by **e-mail** with all the relevant information (e.g. number of books, delivery date of the cyanotype, etc.) for the artwork request, keeping an eye on the turnaround time and sending reminders if necessary.

When the artwork is received, the Editorial Secretary checks it against the file previously sent to the graphic designer. The result of the check is reported in the **EPS Editorial Product Sheet** file.

The Editorial Secretary authorises by e-mail the printing of the books, indicating any corrections to be made. The artwork with the corrections is attached.

The Graphic Services Provider will deliver all books where requested, following the e-mail instructions above.

4.1.5.3. Creating and developing magnetic media

The creation and development of magnetic media is outsourced by Biomedica to a qualified external supplier in accordance with procedure P03. Biomedica enters into a contract with the supplier, which defines all contractual aspects and service requirements (see procedure P03 "Supply and Infrastructure Management"). It is Biomedica's responsibility to act as an intermediary between the book author and the external supplier for the correct development of the software, so that all the necessary checks and corrections are made on time and in the established manner.

All activities are managed using the **EPS Editorial Product Sheet** file in a similar way to that described above, where applicable..

4.1.5.4. Dispatch of publishing products

In the case of corporate sponsorship, the products will be sent by courier as agreed. The agreed quantity will also be sent to the product curator (specification sheet).

The dispatch of the products, once made, is recorded on the **EPS Editorial Product Sheet** form.

Editorial products are also sent to those who request them online or using a booking form.

4.1.5.5. Books/Magnetic Media Storage Organisation

Editorial products are stored as follows:

- Storing of a copy in the historical archives;
- One copy is given to the President of Biomedica;
- Storing some copies in the office, while the remaining copies are stored in the warehouse by the storekeeper.

The loading and unloading of editorial products is recorded by the Storekeeper as specified by the Editorial Secretary in specific loading/unloading files named "Biomedica Archive" and "Warehouse Archive", which report the up-to-date situation.

4.1.5.6. Uploading editorial products on the website

When products are printed and intended for sale, they will be presented on the Biomedica website.

The Editorial Secretary requests the website operator to publish the editorial products as specified in the **Product Specification Sheet** and to update the purchase form.

The Editorial Secretary will check the entry of product sales requests and will report this on the **EPS Editorial Product Sheet** form.

4.1.5.7. Selling editorial products

The sale of publishing products can either be performed online using the instructions provided on the Biomedica website, or by sending in the **purchase form**.

When the Editorial Secretary receives purchase requests, they send the requested products by courier and update the **SS Sales Sheet** for the product.

The system generates an invoice request, which - if completed as requested by the customer - is sent by the Editorial Secretary to the Administrative Department, which issues the invoice. The Editorial Secretary then checks and sends the invoice.

4.2. SUB-PROCESS 1.6 - ASSESSMENT OF CUSTOMER SATISFACTION

At least once every two years, the Editorial Secretary will ask representatives of the clients of editorial activities (usually scientific directors of journals and editors of other editorial products) to answer the relevant questions contained in the **CSQ**

Client Satisfaction Questionnaire in order to assess their satisfaction with the services provided and to gain insights for improvement. Assessments can be collected either by completing the questionnaire or by conducting interviews.

Each questionnaire is considered positive if the answer to the question "Overall satisfaction with publishing services" is at least "sufficient".

The results are processed by the head of the quality management system and are used as input for the management review.

5. DOCUMENTED INFORMATION

EPDIS Editorial Product Design Input Sheet

JSS Journal Specification Sheet

BSS Book Specifications Sheet

MMSS Magnetic Media Specifications Sheet

EPDVS Editorial Product Design Validation Sheet

No Conflict of Interest Form (completed by author)

Journals_journalinitials_year file consisting of:

- ARS Article Status
- DOI Article Identification
- RW Rejected_withdrawn Articles
- JS1 Journal Sheet1
- JS2 Journal Sheet2

EPS Editorial Product Sheet

Journal Advertising Order (JAO)

SS Sales Sheet

ScholarOne platform

6. DOCUMENT MANAGEMENT

Please refer to the Checklist for the management of these documents.

7. ATTACHMENTS

No attachment