



Audit Record

ISO9001 Certification / Re- Certification / **Surveillance** / Transfer Checklist

Client:

Jemison Metals, Inc. (Cleveland)
Jemison Metals, Inc. (Sumter)

Standard: ISO 9001:2008

Auditor(s): Michael Franceschini, Lead Auditor

Scope of assessment: Processing and distribution of sheet steel products, including plasma cutting, slitting, cut to length, blanking, and shearing operations.

Address:

8100 Aetna Road, Cleveland, OH 44105

1255 North Gate Drive, Sumter, SC 29154

Visit date: 9/24/2013 (CLE), 9/26/2013 (SUM)

Expert (if applicable): N/A

<p>The purpose of this audit is to ensure clients are fully compliant with the requirements of the standard regarding:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Determination of processes needed for the QMS and their application throughout the organization. <input type="checkbox"/> Determination of sequence and interaction of the QMS processes. <input type="checkbox"/> Determination of criteria and methods needed to ensure both the operation and control of these processes are effective. <input type="checkbox"/> Ensure availability of resources and information necessary to support the operation and monitoring of these processes. <input type="checkbox"/> Monitoring, measurement and analysis of these processes, as applicable. <input type="checkbox"/> Implement actions necessary to achieve planned results and continual improvement of these processes. 	<p>Accepted by QMR:</p>
<p>Lead Auditor: Michael Franceschini Date of Audit Record: 9/26/2013</p>	<p>Support Auditor/Expert (if applicable): Tony Franceschini</p>

Clause	Requirement	Reviewed	OBSERVATION NONCONFORMITY COMPLIANT	Applicable Procedure / Flow Chart / WI / Quality Manual etc. if changes have been made	Area of organization & / Comments
	Confirm the scope of the assessment	X		Quality Manual	Scope reviewed and confirmed (see above). No changes since last surveillance audit. Additionally, the organization has revised its formal name change to Jemison Metals. They would appreciate a new Corporate Certificate when possible.
	Review of third year report	X			N/A
	Are there any previous NC's? If yes, define if they have been reviewed and closed out.	X			All observations at Cleveland and Sumter sites from 11/13 re-cert reviewed and closed.
	Have there been any complaints, disputes or appeals If Yes define	X			N/A
	Compliance with the ISO9001:2008 standard. Record how the customer complies.	X		Quality Manual QMP 8.2 MOP 1	Fully implemented processes and documentation with supporting records, includes Management review and Internal Audit Program.
4.1	QMS – General Requirements Is there any new or amended legislation requirements	X	C	Quality Manual	N/A
4.2.1	Documentation Requirements Are there any changes to the procedures If yes define	X	C	Quality Manual	Quality policy reviewed, quality objectives reviewed. Quality manual reviewed (see documentation audit). The following required procedures were reviewed: QMP 4.1 Document and Data Control 11/5/12 QMP 4.2 Control of Quality Records 11/5/12 QMP 8.2 Internal Auditing 8/6/10 QMP 8.3 Control of Nonconforming Product 8/6/10

					QMP 8.11 Corrective and Preventive Action 10/9/12
4.2.2	Are there any changes to the Quality Manual If yes define	X	C	Quality Manual	Quality Manual latest issue date 11/5/12. Contains interaction of processes, reference to procedures, scope and exclusions.
4.2.3	Control of Documents Computerized copies / hard copies Are documents being controlled? Define how and who is responsible	X	C	QMP4.1	Reviewed Master List of Controlled Documents (FM401), computerized list of QMS documents that are included in company intranet. Master copies are electronic; password protected and controlled by QMR / designed authority. Uncontrolled status automatically displays when document is printed, as watermark. Cleveland: Reviewed FM CLV-SL-001 Loopco Slitter Procedure, revised 3/7/13. Reviewed Document Change Request Form prompting change, approved by Randy Richards 3/6/13. Sumter: New Procedure: Slitter Re-Spin Procedure, SMT-SL-002, 2/7/13.
4.2.4	Control of Records Computer copies / hard copies. Are records controlled? Define how soft copies are protected. (back up procedure)	X	C	QMP4.2	Reviewed Master List of Forms (FM4.2-1) computerized list of QMS documents that are included in company intranet. Master copies are electronic, password protected and controlled by QMR/designed authority. Records kept with process owners in designated areas. Reviewed back-up system at Cleveland and Sumter. All company information is backed up on a local server every 24 hours, and then it is transferred to a supplier database in Atlanta, Georgia (Time Warner Telecom).
5.1	Management Commitment	X	C	Quality Manual	Cleveland: Reviewed commitment with management team, which included QMR (Rick Rowland), Quality Manager Coordinator (Bonny Snyder) and Director of Operations (Randy Richards). Sumter: Reviewed commitment with management team, which included QMR (Rick Rowland), Quality Manager Coordinator (Patrick Macias) and Plant Mgr. (Marion Pitts).
5.2	Customer Focus	X	C	Quality Manual	QMR maintains customer feedback folder, which is populated with all customer related comments from sales visits, scorecards, and direct feedback. This folder is utilized to analyse potential actions and improve customer relations. Central repository for all customer feedback is Birmingham Corporate facility. Cleveland: Customer feedback: Reviewed Master Products Company "Partners for Quality Award" 2012. Unified Brands 2013 YTD ranked "Partner Supplier", highest rating given. Sumter: Reviewed customer audit by SMI Global, dated 8/28/13, with score of 91%. Most scores above minimum acceptable baseline.

					Reviewed Top Supplier Award from BSH Home Appliance Cooking Division 2011.
5.3	Quality Policy	X	C	Quality Manual	Quality Policy has not changed from 5/15/10. Quality Policy is posted throughout facilities and website. Reviewed Jemison Metals Website to insure latest ISO certification and certificate documents are correct.
5.4.1	Quality Objectives NOTE (how objectives are measured and is the company reaching its targets)	X	C	Quality Manual	Quality Objectives set by Birmingham-Corporate (PPM Target = 4,000, On-Time Delivery Target = 98%, Devaluation Target = \$ per location) as follows: Cleveland: 2013 YTD PPM = 2676; YTD On-Time = 98.26%; Devaluation = YTD = .65%. Sumter: 2013 YTD PPM = 5938; On-Time Delivery = 99.11%; Devaluation YTD actual = .60%.
5.4.2	QMS Planning	X	C	Quality Manual	All aspects of QMS planned and reviewed annually at Management Review.
5.5.1	Responsibility & Authority NOTE (Managements responsibility for the company's policies must be included in the assessment)	X	C	Quality Manual	Reviewed Organizational Chart (Rev E 11/5/12). Clearly indicates QMR (VP Quality and Technical Services) and Backup QMR positions. Additionally, functional responsibilities regarding QMS are outlined in Quality Manual. Organizational chart is in process of being updated to reflect pending changes and new Decatur plant.
5.5.2	Management Representative Record name and position Do they address standard requirements	X	C	Quality Manual	QMR duties are listed in Quality Manual (Rick Rowland). All standard requirements addressed. Each facility Quality Manager Coordinator is considered back-up to QMR.
5.5.3	Internal Communication	X	C	Quality Manual	Communication via closed circuit video monitor, quarterly newsletter, communication boards include flash reports, Quality Alert (as appropriate) and other pertinent company information. Each facility has an Employee Advisory Board and Plant Action Teams, which provide employees the ability to communicate improvement of the overall business. Cleveland: Reviewed Quality Alert: #13-0027-CLV posted 5/15/13 concerning customer Unified Brands part #GNS 12G.1084N x 48 x 96 CB40CD. Sheet is 2" short Material is handled by automated line that uses suction cups to lift sheets. Short sheets can cause the line to lift two sheets possibly creating a jam. Sumter: Witnessed daily (9/26/13) sales call to production to review FIT system Production Schedule and Planning Board.

5.6.1	Management Review	X	C	MOP 1	All Top Management in attendance, including regional sales & facility directors. Management Review is conducted at least on an annual basis.
5.6.2	Review Input Define	X	C	MOP 1	Top Management is in attendance for meeting held 10/22/12. Agenda includes all requirements listed as: Customer feedback/satisfaction, Internal/External audit results, Process/Product performance (Quality Objectives), Supplier performance, Status of Corrective/Preventive actions, Quality Policy, Resources Needs, Continual Improvement Projects, Follow-up actions, Changes, and Recommendations for improvement.
5.6.3	Review Output Define	X	C	MOP 1	Reviewed Management Review meeting minutes dated 10/22/12.
6.1	Provision of Resources	X	C	Quality Manual	Resource requirements are consistently reviewed throughout the facilities and documented on management review meeting minutes. Resource provision currently being planned for activation of new plant in Decatur, AL.
6.2.1	Human Resources	X	C	Quality Manual	Resource requirements are consistently reviewed throughout the facilities and documented on management review meeting minutes.
6.2.2	Competence, Training & Awareness Review training programmes and records	X	CLE-OBS 2	SOP 1	Orientation involves new PowerPoint presentation, which includes overview of quality policy. Cleveland: Reviewed orientation training records for Cliff Clague 9/24/13, on all company rules, safety, documentation and use of measuring equipment. Sumter: Reviewed multiple safety/quality OJT records for recent temp hire Chandler Scott, including general safety rules (3/28/13) and written / driving forklift test (3/29/13).
6.3	Infrastructure	X	C	Quality Manual	Cleveland: Reviewed monthly preventive maintenance records for the RBI II equipment which requires inspections, lube and oil as needed, dated 8/16/13. Reviewed crane PM: daily maintenance (9/24/13), monthly inspection (8/30/13). Reviewed annual inspection of Demag C-Bay crane by Crane America, dated 1/3/13. Sumter: Reviewed monthly preventive maintenance records for cranes, air compressor and downenders. All PM conducted to 2013 monthly maintenance schedule. Reviewed annual crane inspection dated 12/18/12 from Crane America.
6.4	Work Environment	X	C	Quality Manual	Cleveland: Well maintained and organized facility, with a dedicated focus on health and safety. This includes a well identified storage of Lock-Out/Tag-Out equipment and Defibrillator (this initiative has been standardized throughout each facility). Jemison Metals provides safety shoes, safety glasses, ear plugs, gloves and uniforms throughout each facility. Sumter: Well maintained and organized facility with 5S organization,

					and dedication to health and safety.
7.1	Planning of Product Realization Required documentation	X	C	Quality Manual	QMR and Staff are responsible to review, revise and maintain QMS that ensures product quality will be achieved. Currently, cross-functional team [Sales, (Inside and Outside) Quality, Operations, Purchasing, and Alliance Group, as appropriate] review customer contracts and requirements. This includes use of the new in-house software "The Model", which captures Quotations, Purchase Plans and Production Plans to maximize efficiency and reduce waste.
7.2	Determination of Product Requirements. Contract/customer purchase orders	X	C	COP 2 QMP 7.1	Cleveland: Reviewed transfer S/O #935936 to Unified Brands, dated 9/24/13. Organization logs into Unified Brands supplier web portal to receive daily updates to part levels on-hand vs. safety stock. Once on-hand goes below safety levels, org schedules production of part. Reviewed transfer S/O #935936 to Unified Brands, dated 9/24/13, for 13 pcs of part #ST-SHT-102. Sumter: Reviewed RFQ spread sheet for multiple parts (including #740-003, see S/O #95804 from Florida Heat Pump, dated 11/15/11. Reviewed customer contract review, dated 12/19/11.
7.2.2	Review of Product Requirements Quotations etc.	X	C	COP 2 QMP 7.1	Cleveland: Reviewed transfer S/O #935936 to Unified Brands, dated 9/24/13. Organization logs into Unified Brands supplier web portal to receive daily updates to part levels on-hand vs. safety stock. Once on-hand goes below safety levels, org schedules production of part. Information conveyed through parent company Dover Corp RFQ dated 5/9/10: Galvannealed sheet A 653 CS Type B A40 CT Dry, 12 gage .1084 nom 48.0 x 144.0. After shipment, all tag/part/weight entered into inbound steel portal. Sumter: Reviewed transfer sales order #95804 for Florida Heat Pump. Inventory levels at customer-specific warehouse monitored, usage tracked and forecasted based on history and customer releases. Reviewed release e-mail dated 9/27/13 for 3 skids of part #740-003 (4x8), 105 pcs. Sales order generated in Stel-plan 9/24/13.
7.2.3	Customer Communication	X	C	Quality Manual	Jemison Metals utilizes Email. Telephone, Customer Visits and Fax to communicate with customers.
7.3.1	Design & Development Planning	X	C	N/A	Jemison Metals excludes Design and Development from its QMS in the Quality Manual, as it utilizes customer-specific requirements to manufacture and provide products to meet those requirements.
7.3.2	Design & Development Inputs	X	C	N/A	Jemison Metals excludes Design and Development from its QMS in the Quality Manual, as it utilizes customer-specific requirements to manufacture and provide products to meet those requirements.
7.3.3	Design & Development Outputs	X	C	N/A	Jemison Metals excludes Design and Development from its QMS in the Quality Manual, as it utilizes customer-specific requirements to manufacture and provide products to meet those requirements.

7.3.4	Design & Development Review	X	C	N/A	Jemison Metals excludes Design and Development from its QMS in the Quality Manual, as it utilizes customer-specific requirements to manufacture and provide products to meet those requirements.
7.3.5	Design & Development Verification	X	C	N/A	Jemison Metals excludes Design and Development from its QMS in the Quality Manual, as it utilizes customer-specific requirements to manufacture and provide products to meet those requirements.
7.3.6	Design & Development Validation	X	C	N/A	Jemison Metals excludes Design and Development from its QMS in the Quality Manual, as it utilizes customer-specific requirements to manufacture and provide products to meet those requirements.
7.3.7	Design & Development Changes	X	C	N/A	Jemison Metals excludes Design and Development from its QMS in the Quality Manual, as it utilizes customer-specific requirements to manufacture and provide products to meet those requirements.
7.4.1	Purchasing Process	X	C	SOP 2	<p>Cleveland: Reviewed Q2 2013 supplier scorecards. Supplier performance is rated and submitted to each key supplier on a quarterly basis. Approximately 50% of key suppliers met goal; approximately 25% met marginal and approximately 25% were unacceptable. Organization has shifted business from suppliers that continue to rate poorly to “green” suppliers. Corrective & Preventive actions can be issued, but organization meets with “red” status suppliers to ensure plans are in-place to improve performance.</p> <p>Reviewed 2nd quarter 2013 vendor report for NLMK: 2.8, poor rating, meetings held at supplier site to discuss improvement opportunities.</p> <p>Reviewed ASL for the following suppliers: Crane America, Barta Surface Plate, Sharon Coatings (renamed NLMK PA), Nucor.</p> <p>Sumter: Reviewed ASL for the following suppliers: Pee-Dee Scale.</p>
7.4.2	Purchasing Information	X	C	SOP 2	<p>Cleveland: Reviewed P.O. CLV-19618 to NLMK for A-1011 HRPO coil CS type B Temp Pass 7L, .1700 min x 40.00”, chemical analysis required.</p> <p>Sumter: Reviewed PO#13885 for coil #NB40222, GVC A653 coil CS-B 90 CT Dry, 17 B .0550x48.000, grade: CB90CD to Nucor Berkley, 7/11/13, buyer identified in Stel-Plan.</p>
7.4.3	Verification of Purchased Product	X	CLE-OBS 3	SOP 2	<p>Cleveland: Reviewed 9/24/13 receiving information for PO #CLV19618, BoL #288385, included mill chem analysis.</p> <p>Sumter: Reviewed receiving records for PO #13885, including BoL #1031428 dated 9/2/13, with chemical analysis, signed by shipper, carrier and receiver.</p>
7.5.1	Control of PDN & Service Provision Procedures, work instruction, inspection reports, etc.	X	SUM-OBS 1	COP 3	<p>Cleveland: Reviewed S/O #935936, production work order #48999 dated 9/24/13 for Unified Brands, part #ST-SHT-102 Galvannealed sheet A 653 CS Type B A40 CT Dry, 12 gage .1084 nom 48.0 x 144.0., at Redbud CR2 machine, using master coil #204859, with</p>

					customer instructions for standard packaging. Work order specs: gage : .0994-.1174 actual: .0995-.1000, width : 48 +.250 -0 actual: 48.125, length : 144 +.125 -0 actual: 144.062, bow : <.250 actual: .062, flatness: <.125 actual: .120. All documented on Quality Checklist, JDM13 Rev 6. Sumter : Reviewed production W/O #47715 for customer Florida Heat Pump, part #2671/740-003 (4x8), at Redbud SRD machine, using master coil #NB40222, with special instructions for full paper wrap skids, hand write tag # on top and side of each bundle.
7.5.2	Validation of Processes	X	C	COP 3	Cleveland : Reviewed S/O #935936, production work order #48999 dated 9/24/13 for Unified Brands, part #ST-SHT-102 Galvannealed sheet A 653 CS Type B A40 CT Dry, 12 gage .1084 nom 48.0 x 144.0., at Redbud CR2 machine, using master coil #204859, with customer instructions for standard packaging. Work order specs: gage : .0994-.1174 actual: .0995-.1000, width : 48 +.250 -0 actual: 48.125, length : 144 +.125 -0 actual: 144.062, bow : <.250 actual: .062, flatness: <.125 actual: .120. All documented on Quality Checklist, JDM13 Rev 6. Sumter : Reviewed production W/O #47715 for customer Florida Heat Pump, part #2671/740-003 (4x8), at Redbud SRD machine, using master coil #NB40222, with special instructions for full paper wrap skids, hand write tag # on top and side of each bundle. Work order specs: gage : .056-.064 actual: .056, width : 48 +.188 actual: 48.084, length : 96 +.250 actual: 96.125, flat : .00-.12 actual: .060.
7.5.3	Identification & Traceability	X	C	COP 3	Traceability includes Master Tag, which includes Mill number and Heat number. This information is compiled into Stel Plan and the information stays with the material along with sub-tags and the Work Orders. This information is with the product from Receiving throughout Shipping. This information is included with the Bill of Lading. This is standard practice across the company.
7.5.4	Customer Property	X	C	COP 3	Reviewed customer property: All coils provided by customer denoted with "C" on coil tag and in Stel-Plan. This is standard practice across the company.
7.5.5	Preservation of Product Storage/Delivery	X	C	COP 3	Sumter : Reviewed shipping Bill of Lading #SMT-67804 dated 9/26/13 regarding customer P.O. #31981, all tag #'s identified, all certs included. Signed by shipper and carrier.
7.6	Control of Monitoring & Measuring Equipment	X	CLE-OBS 1	SOP 3	Cleveland : Reviewed the following measuring equipment: Micrometer #130, step gage #ST3, gage block #980157, Red-Bud surface plate, all shipping scales calibrated by Brechbeuler, Tape Measure #10, Rockwell B #81121.

					Sumter: Reviewed the following measuring equipment: Raytech Measuring Table, tape Measure 8-3, Micrometer M-44, Step Gage ST-5, dial indicator #1, Gamma Ray, Shipping Scale. All calibrated within schedule.
8.1	Measuring, Analysis & Improvement – General	X	C	Quality Manual	Monitoring analysis and improvement is continually reviewed by the organization through real-time analysis provided by FIT and constant communication between Corporate and facility management.
8.2.1	Customer Satisfaction	X	C	Quality Manual	QMR maintains customer feedback folder, which is populated with all customer related comments from sales visits, scorecards, and direct feedback. This folder is utilized to analyse potential actions and improve customer relations. Birmingham: Central repository for all customer feedback is Birmingham Corporate facility. Cleveland: Customer feedback: Reviewed Master Products Company “Partners for Quality Award” 2012. Unified Brands 2013 YTD ranked “Partner Supplier”, highest rating given. Sumter: Reviewed customer audit by SMI Global, dated 8/28/13, with score of 91%. Most scores above minimum acceptable baseline. Reviewed Top Supplier Award from BSH Home Appliance Cooking Division 2011.
8.2.2	Internal Audits Record a sample of audits conducted.	X	CLE-OBS 4	QMP 8.2	Reviewed 2013 Audit Schedule (Form 800). Reviewed internal audit conducted at the Cleveland facility on 03/2013, which included 2 Observations and 1 non-conformance, all closed. Reviewed internal audit conducted at the Sumter facility on 4/17/2013, which included 4 Observations and 2 non-conformances, all closed.
8.2.3	Monitoring & Measurement of Processes	X	C	Quality Manual	Processes reviewed through internal auditing, management review and quality objectives.
8.2.4	Monitoring & Measurement of Product	X	C	Quality Manual	Cleveland: Reviewed S/O #935936, production work order #48999 dated 9/24/13 for Unified Brands, part #ST-SHT-102 Galvannealed sheet A 653 CS Type B A40 CT Dry, 12 gage .1084 nom 48.0 x 144.0., at Redbud CR2 machine, using master coil #204859, with customer instructions for standard packaging. Work order specs: gage: .0994-.1174 actual: .0995-.1000, width: 48 +.250 -0 actual: 48.125, length: 144 +.125 -0 actual: 144.062, bow: <.250 actual: .062, flatness: <.125 actual: .120. All documented on Quality Checklist, JDM13 Rev 6. Sumter: Reviewed production W/O #47715 for customer Florida Heat Pump, part #2671/740-003 (4x8), at Redbud SRD machine, using master coil #NB40222, with special instructions for full paper wrap skids, hand write tag # on top and side of each bundle. Work order

					specs: gage : .056-.064 actual: .056, width : 48 +.188 actual: 48.084, length : 96 +.250 actual: 96.125, flat : .00-.12 actual: .060.
8.3	Control of Nonconforming Product	X	C	QMP 8.3	Cleveland : Reviewed N/C Hold area, finished coil reject area and master coil rejects. Reviewed master coil Tag #9205115 "R" (denotes reject), mill: Arcelor Mittal (PO #19227-001, Job #46286), condition: stains, still awaiting disposition from mill. Reviewed mill claim #6453 dated 9/9/13 on database. All material well-identified. Sumter : Reviewed N/C Hold Area for coil tag #461947R, A-1008 CR, for edgewave. All items well-identified appear in Stel-Plan, awaiting disposition.
8.4	Analysis of Data	X	C	MOP 3	All QMS data reviewed at Management Review meetings, including PowerPoint attachments.
8.5.1	Continual Improvement	X	C	MOP 2	Corporate : New FIT (Financial Inventory Tracking) 2.0 update has been completed. Decatur project State-of-Art processing facility scheduled to be operational 01/2014. Sumter : New auto-sending of blank measurements to computer at the measurement table station.
8.5.2	Corrective Action	X	SUM-OBS 2 SUM-OBS 3	QMP 8.11	Cleveland : Reviewed CAR #5488 , dated 1/14/13, from customer Lakeside for part #GA400471AC3855, A63 Galvannealed Coil A40. Issue : Material Galvanized instead of Galvannealed. Root cause : During schedule, the wrong part specification was selected for this work order. Short-term C/A : No WIP or finished goods. Long-term C/A : Issue reviewed with production planning 1/14/13. Sumter : Reviewed customer CAR #2013-01 , dated 8/15/13, from customer Container Products Corp for PO #31804. Issue : Material ordered as mill edge, shipped as slit edge (ordered 48 + 1/8", actual 48 9/16"). Root cause : Part spec states mill edge, one part spec is used for both mill or slit with only the width tolerance changed when slit width ordered. C/A : Part spec changed to include a slit instruction in the remarks and the width tolerance changed to slit width tolerance of plus .125". Customer does order mill edge acceptable but either mill or slit will work when mill is ordered. Closed 8/26/13. Customer accepted per 9/12/13 e-mail.
8.5.3	Preventive Action	X	C	QMP 8.11	Cleveland : Reviewed CAR #5488 , dated 1/14/13, from customer Lakeside for part #GA400471AC3855, A63 Galvannealed Coil A40. Issue : Material Galvanized instead of Galvannealed. Root cause : During schedule, the wrong part specification was selected for this work order. Short-term C/A : No WIP or finished goods. Long-term C/A : Issue reviewed with production planning 1/14/13.

					<p>Preventive action: Verification of effectiveness: next 3 orders reviewed 1/14/13, 1/31/13, 5/2/13 all passed reviews.</p> <p>Sumter: Reviewed CAR #6478, dated 4/17/13, from internal audit. Issue: Universal Remark called for 4" overhang in all directions, packaging type (JD4) provided for an overhang in only 2 directions. Root cause: Universal remark for customer called for an unnecessary requirement for auto load machine at customer. Short-term C/A: No damage done to product, packaging above and beyond requirements. Long-term C/A/P/A: Removed 4" overhang comment on universal remark for customer. Corrective action closed 9/18/13.</p>
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- OBS #1: The organization should clarify information to be entered on calibration stickers with outside calibration providers.
OBS #2: The organization should clarify method used to train new employees and/or temps regarding ISO program.
OBS #3: The organization should consider adding receiving flow chart instruction at receiving dock office.
OBS #4: The organization should better define method for internal audit observation follow-up.

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- OBS #1: The organization should ensure packaging remarks are consistently documented (i.e. WO #47715).
OBS #2: The organization should ensure corrective actions are consistently reviewed and closed according to target dates.
OBS #3: The organization should ensure short-term corrective actions are clearly identified.