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Renewal Audit No: 6

ISO 9001:2015

C O N F I D E N T I A L

Report
For

JEMISON METALS

**Cleveland, Ohio; Vestavia Hills, Alabama;
Sumter, South Carolina**

Date of Report:	February 21, 2025
Date(s) of Audit:	January 21 – 22, 2025
Number of total mandays scheduled for this audit:	6.0
Number of total mandays actually conducted:	6.0
Audit Team Members (Lead name first):	John Griffin
Nonconformances (CAN numbers) issued this audit:	None
Nonconformances (CAN numbers) closed this audit:	None

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Staff Auditor:

A handwritten signature in black ink that reads "David D. Hansell".

David D. Hansell

Date: February 21, 2025

*Ownership of the audit report is maintained by PRI.
Right of perusal by a third party can only be obtained after permission of the audited company.*

Executive Summary

An audit was conducted at the location(s) on the date(s) cited above. The purpose of this audit was to ensure that the auditee was continuing to maintain a documented and effective Quality Management System, to meet the organization's objectives, in conformance with the Quality Management System requirements. A draft audit report, consisting of the audit team recommendation (R20.36) and related corrective action notifications (R20.35), was provided to the organization by the Lead Auditor prior to the closing meeting.

The audit followed PRI's guidelines and procedures. The scope of the audit was a review of the scheduled processes and any area(s) of nonconformance cited and/or remaining open from the previous audit. In preparation for the renewal audit, planning considered the performance of the Management System over the period of certification and included a review of the previous surveillance audit reports.

Timing requirements for responding to Corrective Action Notifications are listed on the second page of the R20.35 form, which is part of the draft audit report.

The recommendation in the draft audit report is any one of the following:

Unconditional: No nonconformances were issued. The registered organization was able to demonstrate the capability to implement and maintain an effective Management System, to meet the organization's objectives and intended results, in conformance with the Management System requirements.

Conditional: One or more minor nonconformances were issued. The registered organization was able to demonstrate the capability to implement and maintain an effective Management System, to meet the organization's objectives and intended results, in conformance with the Management System requirements, except where described in the Corrective Action Notification(s).

Terminated: The audit was stopped before a recommendation could be established.

Failed (IATF audits only): The certificate will be withdrawn.

Registration Withheld or Status Notice (Suspension): One or more major nonconformances were issued. The organization was unable to demonstrate the capability to implement and maintain an effective Management System, to meet the organization's objectives and intended results, in conformance with the Management System requirements. For uncertified organizations, no action to issue the initial certificate will occur until the major nonconformity (s) are closed. For certified organizations, PRI will determine if the certificate can be maintained or whether a suspension status or withdrawal of the certificate is warranted. A separate communication will identify the final decision and communicate how the closure of the nonconformity (s) will be handled.

General observations made by the audit team:

- Progress made toward meeting Continual Improvement targets is satisfactory.
- Audit results observed were better than the previous audit activity.
- Marks and logos were found to be in conformance.
- The certificate scope was found to be appropriate.
- CAAT auditing techniques (of any type) were used during this event. This was a hybrid audit with one auditor. At the Cleveland Ohio site, a remote audit was conducted due to weather related concerns. MS Teams software was used to facilitate the review of documents and records, operator interviews and observations of the work areas. The other sites were visited as normal.
- The audit objectives have been fulfilled, and any applicable CAAT methods were effective in fulfilling audit objectives.
- There were deviations from the audit plan. Please reference Notable Changes in the Auditor Commentary section of this report.
- There were no issues affecting the audit program.
- There were no unresolved issues at the end of the audit.

The audit evidence collected during an audit will inevitably be only a sample of the information available, partly due to the fact that the audit is conducted during a limited period of time and with limited resources. Therefore, there is an element of uncertainty inherent in all audits, and all users of the results of the audit should be aware of this uncertainty.

The audit team would like to thank all personnel for their hospitality and cooperation during the audit.

Auditor Commentary

Based on the audit investigations, interviews, observations, and review of records, the following comments summarize the audit team's observations and findings:

Internal Audit Results:	<p>The Internal Audit activities were reviewed for the audit and were found to follow an established and documented process. (QMP-9.2) The Internal Audit process was managed through the corporate support process, with a schedule to conduct process related audits on a monthly basis and 1 Quality Management System (QMS) system audit per year. Corporate / Quality management personnel managed the audit process conducted the audits. These personnel were trained and competent to conduct QMS audits.</p> <p>Records of the most recent QMS system Internal Audits at the three locations were reviewed for the audit. The Cleveland, Ohio location record showed that the audit conducted on 10-9-24 had 1 NC written. This NC was entered into the CAPA (CASE) software system (CASE# 26384). The Sumter SC location audit conducted on 10-23-24 showed 0 NCs and 2 OFIs were written in this audit. The Vestavia hills, AL site was audited on 11-3-24. There were no NCs found in this audit and 1 OFI. Records appeared to show that audits are planned and conducted in an organized planned manner. The process was found to be implemented and effective. (See OFI-3)</p>
Management Review Results:	<p>The company's Management Review related activities were reviewed for the audit and were found to follow an established and document process. (MOP-1) The company's Management Review activities for all sites are conducted per the process on an annual basis. The last review was conducted on 1-17-2025. Records showed that all key members of leadership were in attendance for the review and were involved in the activities of the review. The power point records of the review and the meeting summary were examined and were found to follow the ISO 9001 section 9.3 inputs and outputs agenda. The review also included data of the company QMS KPIs and goals for 2024. These included; Customer returns, goal-<\$3500, actual-\$1851 per mil #'s shipped, OTD, goal->98%, actual-98.4%, complaints, goal-<, actual 6.</p>

Corrective/Preventive Actions:	<p>The company's corrective action-related activities were reviewed for the audit and were found to follow an established and documented process. (QMP-10.2) The company's CAPA activities for 2024 were reviewed for the audit. In the Ohio site, there were six actions related to customer complaints and one issue related to an internal audit finding in 2024. These issues were randomly sampled for the audit. Customer complaints are managed in the company's FIT intranet software system.</p> <p>This system manages the RMA, credits and corrective action investigations records for each incident, except when customers require the use of their records. Random reviews of these records (26384, 02191, 02256) and interviews with key employees (VP QA) showed that these processes were implemented as described and were effective.</p>
Customer Complaints:	<p>The company's Customer satisfaction and complaints activities were reviewed for the audit and were found to follow an established and documented process. (QMP 10.2) The company manages customer satisfaction by monitoring customer complaints and examining customer supplied scorecards.</p> <p>The company currently does not conduct customer surveys. Customer complaint records were reviewed for the audit. CASE records showed that there were seven customer related issues recorded in 2024 for Sumter SC, and five for the Cleveland Ohio site.</p> <p>The CASE records showed that various forms of corrective actions are taken and these actions are decided at weekly Quality meetings. Several records were examined to verify this process was implemented and effective. (CASE# 26384, LE02191, LE02256) Customer scorecards were reviewed from both sites. (SC-Altec- 95%/100, OH-Lincoln Electric 79%/100.</p>
Quality System Changes:	There were none.

Results of Documentation Review:	<p>The company's documented system was reviewed for the audit. The documentation for Levels 1 (QM) and 2 (QMP, COP, MOP, SOP) are corporate documents that are shared by the manufacturing sites. The corporate processes such as sales and purchasing are shared by each manufacturing location.</p> <p>The supported sites (Cleveland OH, Sumter SC) have level 3 work instructions for each location. The corporate document control procedure (QMP-7.5) controls documents and records for the QMS. These documents were reviewed and were found to be under document control.</p>
Areas Identified as Not Applicable:	<p>8.3 Design and development of products and services</p> <p>8.3-The site / company is not design responsible.</p>
Regulatory / Statutory requirements identified or added since the last event:	<p>Identified statutory or regulatory requirements (i.e., those recorded on the R20.62) were reviewed and no issues were identified.</p> <p>REACH, RoHS, DOT, Conflict Minerals, NAFTA-None of these are directly related to quality.</p>
Auditor Comments (Important Observations, Strengths, Exclusions):	<p>The Jemison Metals company, headquartered in Vestavia Hills, Alabama is a company consisting of 6 manufacturing locations that process hot and cold rolled steel using various processes including slitting, cut to length, blanking, bending, laser cutting, and assembly for a variety of customers in a variety of industries.</p> <p>This particular audit focuses on two manufacturing locations; Cleveland, Ohio, and Sumter, South Carolina, and the corporate office which supplies QMS support to these and four other manufacturing locations in the areas of leadership, Quality Engineering, Sales and Purchasing.</p> <p>The company is in expansion mode with a recent acquisition in the steel processing industry. The company's current risk issues include the management of the company's transition to a new IT / ERP system, and a balancing of production capability.</p>
Validation of CANs issued during previous activity:	<p>There was none.</p>

Review of Outsourced Processes:	pre-painted materials- these materials are returned to the plant for further processing. Materials are visually inspected for paint defects as they further process the materials.
Shifts:	No changes in shifts or times were observed. All shifts were physically audited.
Notable changes (e.g., address, management rep., shifts, scope, processes, employee count, etc.):	There were some changes in employee count with no changes to mandays. Sumter, SC-change from 35 to 42 employees, Cleveland OH- change from 18 to 24.

R20.62 Auditee Information

Auditee: Jemison Metals **Auditee No:** 6796-04
Address: 8100 Aetna Road
Cleveland, OH 44105
Main Phone Number: 216-271-1500
Web Site: <http://jemisonmetals.com>

Auditee Contacts

Mr. Rick Rowland, SR VP Quality & Engineering, Metallurgical Engineer
Jemison Metals
3800 Colonnade Parkway, Suite 250, Birmingham, AL 35244
Tel: 205-986-6627
Email: rrowland@jemisonmetals.com

Audit Event

Renewal: 01/21/2025 - 01/22/2025 **Total Mandays:** 6.0
John Griffin, Lead Auditor

PRI Audit Support Specialist: Kelly Surgalski
Specialist Phone: 724-934-9000 ext. 667
Specialist Email: ksurgalski@sriregistrar.com

Audit Scope

Standard: ISO 9001:2015 (non-design)
Areas Identified As Not Applicable: 8.3 Design and development of products and services
Scope: Processing and distribution of ferrous sheet and coil products, including slitting, cut-to-length, blanking, shearing, and stretch leveling operations.
SIC Codes: 5051
IAF: 29
NACE Codes: G51.5
No. of Employees: 24
Products: Steel
Regulatory/Statutory Requirements: REACH, RoHS, DOT, Conflict Minerals, NAFTA
Accreditation Mark(s): ANAB
Registration Approach: Sampling
Certificate Expiration: 03/10/2025
No Shifts: 1
Times of Shifts: 5:00am-2:30pm

R20.62 Auditee Information

Auditee: **Jemison Metals** **Auditee No:** 6796-01
Address: 1000 Urban Center Dr.
Ste 650
Vestavia Hills, AL 35242
Main Phone Number: 205-986-6627
Web Site: <http://jemisonmetals.com>

Auditee Contacts

Mr. Rick Rowland, SR VP Quality & Engineering, Metallurgical Engineer
Jemison Metals
1000 Urban Center Dr. , Ste 650, Vestavia Hills, AL 35242
Tel: 205-986-6627
Email: rrowland@jemisonmetals.com

Audit Event

Renewal: 01/27/2025 - 01/29/2025
John Griffin, Lead Auditor

PRI Audit Support Specialist: Kelly Surgalski
Specialist Phone: 724-934-9000 ext. 667
Specialist Email: ksurgalski@sriregistrar.com

Audit Scope

Standard: ISO 9001:2015 (non-design)
Areas Identified As Not Applicable: 8.3 Design and development of products and services
Scope: Processing and distribution of ferrous and non-ferrous sheet and coil products, including plasma and laser cutting, forming, machining, kitting, slitting, cut-to-length, stretch leveling, blanking and shearing operations.

SIC Codes: 5051

IAF: 29

NACE Codes: G51.5

No. of Employees: 36

Products: Steel

Regulatory/Statutory Requirements: REACH, RoHS, DOT, Conflict Minerals, NAFTA

Accreditation Mark(s): ANAB

Registration Approach: Sampling

Certificate Expiration: 03/10/2025

No Shifts: 1

Times of Shifts: 8:00am-5:00pm

R20.62 Auditee Information

Auditee: **Jemison Metals** **Auditee No:** 6796-05
Address: 1255 Northgate Drive
Sumter, SC 29154
Main Phone Number: 800-858-2645
Web Site: <http://jemisonmetals.com>

Auditee Contacts

Mr. Rick Rowland, SR VP Quality & Engineering, Metallurgical Engineer
Jemison Metals
3800 Colonnade Parkway, Suite 250, Birmingham, AL 35244
Tel: 205-986-6627
Email: rrowland@jemisonmetals.com

Audit Event

Renewal: 01/30/2025 - 01/31/2025
John Griffin, Lead Auditor

PRI Audit Support Specialist: Kelly Surgalski
Specialist Phone: 724-934-9000 ext. 667
Specialist Email: ksurgalski@sriregistrar.com

Audit Scope

Standard: ISO 9001:2015 (non-design)
Areas Identified As Not Applicable: 8.3 Design and development of products and services
Scope: Processing and distribution of ferrous and non-ferrous sheet and coil products, including plasma and laser cutting, forming, slitting, cut-to-length, blanking and shearing operations.

SIC Codes: 5051

IAF: 29

NACE Codes: G51.5

No. of Employees: 42

Products: Steel

Regulatory/Statutory Requirements: REACH, RoHS, DOT, Conflict Minerals, NAFTA

Accreditation Mark(s): ANAB

Registration Approach: Sampling

Certificate Expiration: 03/10/2025

No Shifts: 3

Times of Shifts: 1st 5:00a-1:30p M-F, 2nd 1:30p-12:00a M-Th, 3rd 8:30p-7:00a M-Th

Audit Plan

The audit plan, audit team members, and qualifications, representatives, working documents, audit plan schedule, process matrix, and auditor assignments have been reviewed with the organizations and are on file with PRI. The final Audit Plan is considered part of the report and is maintained as an audit record.

Audit Records

Form R20.36: Which shows the registrar confirmation of the audit results was completed, signed by both parties on-site, returned to PRI, and is on file.

Assessment Narrative: The pre-audit/post audit conference list of attendees and standard agenda are on file, as is the agenda. The registered company has acknowledged and signed any corrective action notifications issued at this event.

The PRI Auditor Notes: Auditor notes were captured and returned to PRI, along with the "Interview Listing" (I8-3), all of which are on file.

Assessment Summary Matrix: The assessment summary matrix was completed by the lead assessor and indicates the areas in which the selected processes were assessed and the areas requiring corrective action. If there are several distinct audit tracks or business units, each has a matrix completed for it. The matrix is provided.

Corrective Actions: If any, are included with this report and summarized in numerical order, showing the referenced cited standard section, process, a description of the nonconformity, and the level of severity indicated as "M = Minor" or "H = Hold." Form R20.35 provides the detailed nature of the nonconformance.

Opportunities for Improvement: If the lead auditor noted opportunities for improvement (OFIs), these were provided to the auditee during the post-audit meeting. The opportunities for improvement are listed.

Report Distribution

Distribution by PRI is only to the auditee, the auditor assigned for the next scheduled audit event, PRI, and any accreditation body, when requested, where their oversight is required.

Assessment Summary

Processes Assessed	Performance			
	Satisfactory	Org. Action Plan in Place	Not Identified	Unsatisfactory
Award review (AL)	X			
Control of M&M resources (SC)	X			
Packaging and service (SC)	X			
Packaging and shipping (OH)	X			
Production and service (Sumter SC)	X			
Purchasing (AL)	X			
Receiving of materials (OH)	X			
Receiving of materials (SC)	X			
Sales (AL)	X			
Sales (SC)	X			
Support activities (AL)	X			
Support activities (OH)	X			
Support activities (SC)	X			

Process Summary

Process	Comments
Award review (AL)	<p>The company's Awards review related activities were reviewed for the audit and were found to follow an established and documented process. (QMP 8.1) The awards activity is designed to review sales orders from potential customers or established customers who are interested in purchasing new products. The process begins with Purchase order review and a awards review which creates a quote from a cross-functional team activity (Awards QMP-8.1) This activity determines a price, spec, and a material to be used, using a software model. (Stelplan) This plan creates a record that serves as a record of the contract review activity.</p> <p>This acceptance of the quote is recorded as an acknowledgement letter that is emailed to the customer. The process was examined, analysts were interviewed and records of the review were examined. (Fleet Genius 1-22-25, Quality steel 1-20-25, Betco 9-25-24) The evidence showed that the process is implemented and effective.</p> <p>Planned gross margin metric goal-100%, actual 99%.</p>
Control of M&M resources (SC)	<p>The company's control of Monitoring and Measurement resources activities were reviewed for the audit and were found to follow an established and documented process. (SOP-03) The site at Sumter South Carolina uses Gage Trak software to manage the verification and validation of measurement devices used to monitor and measure the rolled steel product at various stages of the manufacturing process.</p> <p>There are 42 devices in the system. The records of these devices were randomly examined for the audit. (#301-Jo Blocks, #7A-03- Tape measure, #E15720-0234-Scales) These devices are verified using certified blocks that are replaced every year. Scales and Gamma devices are verified by third party testing with certificates reviewed for this audit. (gamma-AGT400, scales-Cardinal 205, # #E15720-0234). All evidence reviewed; devices, and records reviewed along with personnel interviewed verified that the process was implemented effectively.</p> <p>External DPPMs goal-<3500, actual-2106, Internal DPPMs goal <4000, actual-3044, On time delivery-goal>98%, actual 97.4%.</p>

Process	Comments
Packaging and service (SC)	<p>The packaging and service activities related to the QMS were reviewed for the audit and were found to follow an established and documented process. The packaging of the finished product is accomplished at the end of the slitting, CTL and blanking lines according to an instruction that is printed out on each job order. This packaging specification is stored by part number in the STELPLAN ERP system and prints out with each order.</p> <p>The Shipping / service process is accomplished by the ERP system printing out a "pick list" for each order to be shipped. The picklist identifies the product locations, quantities, and tag numbers for each material on the picklist. The shipper receives picklists at the beginning of each shift and pulls and stages the orders for shipping.</p> <p>The scan tags for each type of material in the order is pulled and attached to the pick list for logistics. Random records were examined for this activity. (Order #'s 205013, 204987, 204944) Logistics scans each tag, prints the B.O.L. with materials certifications for each load to be shipped. Random records were examined for this activity (Bill #'s 138458, 138449, 138456) Records and interviews with key personnel showed that the process was implemented and effective.</p> <p>External DPPMs goal-<3500, actual-2106, Internal DPPMs goal <4000, actual-3044, On time delivery-goal>98%, actual 97.4%.</p>

Process	Comments
Packaging and shipping (OH)	<p>The company's packaging and shipping related activities were reviewed for the audit and were found to follow an established and document process. (work orders / load orders) The production process is managed by the use of production orders. As an addendum to these orders are instructions on how the orders are to be shipped including; banding, spacers, tagging, palletizing, weight, and paper covering. These instructions are set up in the "Fit" (ERP) software for each customer according to their requirements. These instructions are followed to ensure that packaging meets customer requirements.</p> <p>There are also "Load orders" for each shipment to define the customer loading requirements for each order. Shipping personnel receive these hard copy written orders for each load that define; materials covering (tarps), loading / unloading preferences (back / side), tag stubs, COA requirements, Heat, and BOL. The truck driver also plays a role in determining how and where materials are loaded onto the flatbed truck. BOLs are signed by both shipper and driver when the load was complete. Random work orders. load orders were reviewed, (89001, 14130, 10918) and personnel interviewed (Logistics coordinator, shipper) to verify the process was implemented as described and effective.</p> <p>OH-Customer returns, goal-<\$3500, actual-\$1851 per mil #s shipped, OTD, goal->98%, actual-98.4%, complaints, goal-<, actual 6.</p>

Process	Comments
Production and service (Sumter SC)	<p>The Production processes at the Sumter, South Carolina facility were reviewed for the audit. This includes 1 steel slitter machine, 1 leveler / CTL, and 1 blanking line. The operations of these lines was found to follow a documented process (slitter-CLV-SL-001 / Leveler-CLV-RB-001) The processes are managed by A STEPLAN/FIT software system that takes input sales orders and generates work (Job) orders for each customer PO. Electronic job schedules at each work station show the order and types of orders to be run for the workday. (STELPLAN) The hardcopy orders assigned to each machine describe the job spec, order spec., set-up instructions, processing instructions, materials to be used, and time used for production.</p> <p>Operators follow the job order instructions to set up the tooling / process to make the various sizes of the orders per customers' requirements. Several of these orders were reviewed for the slitter and leveler processes. (job #s-96534/slit,96998/CTL, 96789 /blank) Operations personnel were interviewed and were found to follow the processes as described. Monitoring and measurement activities are performed and recorded on forms in electronic form at each production line. (FOP-015/slit, FOP-081-CTL) The monitoring and measurement of the Cleveland Ohio manufacturing processes was evaluated for the audit. Alloy contents are measured by the steel supplier, are verified and supplied to the customer.</p> <p>Physical characteristics such as length, width, thickness, flatness, and squareness are measured at the beginning and ends of each run. These measurements are captured on hard copy records. (JDM-13, 03) Production runs are visually monitored for surface quality. A Gamma gage is used to continuously monitor material thickness as the run progresses. Several random orders were reviewed and were found to follow the process as described and the process was deemed to be effective.</p> <p>(job #s-96534/slit,96998/CTL, 96789 /blank) NCM on the line is segregated on the line and tags are printed for the materials. This also locks out the material to prevent shipment. (Status code) (See BP-1) Operators were interviewed for the audit and were found to be competent, experienced and aware of the QMS and their roles in it.</p> <p>External DPPMs goal-<3500, actual-2106, Internal DPPMs goal <4000, actual-3044, On time delivery-goal>98%, actual 97.4%.</p>

Process	Comments
Purchasing (AL)	<p>The company's Purchasing related activities were reviewed for the audit and were found to follow an established and document process. (COP-1) The purchasing of hot, cold, and galvanized rolled steel materials for processing is accomplished by the corporate steel purchasing function located in the corporate site in Vestavia hills, Alabama. The purchasing function operates to provide all manufacturing sites with materials so that orders approved by corporate sales can be processed in a timely manner.</p> <p>This is accomplished through a cross-functional team review of orders (QMP-8.1). Spreadsheets were reviewed for the review activity and data for purchasing transactions (NUCOR Berkeley, Big River Osceola) were observed that verified that the process was effectively implemented. The site purchases steel from a variety of steel suppliers. These suppliers' performances are reviewed on a quarterly basis and scorecards are communicated to suppliers. The review / score includes; quality 60%, delivery 30%, and service 10%.</p> <p>Each of the 3 sections is scored from 1-5 with a 5 being the highest score.(BP-2) The aggregate scores of all suppliers are tracked as a company KPI.</p> <p>2011-2024 aggregate scorecards- 2011-<3.0, 2024-3.5.</p>

Process	Comments
Receiving of materials (OH)	<p>The company's Materials receiving related activities were reviewed for the audit and were found to follow an established and document process. (CLV-RC-001) The primary material critical to quality is the rolled steel material which is processed by the site. The company's process for managing the receiving process for rolled steel is through a "Load off sheet" that records which loads of steel coils will be shipped into the site on each day. The steel is off loaded by cranes and is checked for any physical defects, width and thickness and results recorded. (JDM-F-001) The rolls are then entered into the sites ERP system and given an inventory Id number and warehouse location. Materials physical and chemical properties (COA) are verified against ASTM alloy specifications (Carbon, manganese, titanium, tensile, hardness, yield, and elongation) and entered into the customer database for each heat used to fulfill a customer order. NC materials are locked out in the system to avoid further processing and processed for return to the supplier. BP-1 Random reviews of receiving documents and receiving records verified that this process was implemented and effective.</p> <p>Customer returns, goal-<\$3500, actual-\$1851 per mil #s shipped, OTD, goal->98%, actual-98.4%, complaints, goal-<, actual 6.</p>
Receiving of materials (SC)	<p>The Receiving activities related to the QMS were reviewed for the audit and were found to follow an established and documented process. The ERP (STELPLAN) is used to track and identify shipments of rolled steel from the corporate purchasing activity. A list of expected inbound steel is printed out each day. Materials arrive by rail and by truck. Cranes and forklifts are used to offload materials. The B.O.L.s for each load are matched to the purchasing PO to ensure that materials received match the materials ordered.</p> <p>Scannable tags are printed for each coil received and locations are electronically entered into the ERP system. Each coil is checked for any signs of physical damage or packaging issues. Any damaged or unidentified materials are segregated for disposition. Random B.O.L.s were examined during audit (Majestic Steel #325294-1, NUCOR Berkely # 1180782, 1807778) and personnel were interviewed to verify that this process was implemented and effective.</p> <p>External DPPMs goal-<3500, actual-2106, Internal DPPMs goal <4000, actual-3044, On time delivery-goal>98%, actual 97.4%.</p>

Process	Comments
Sales (AL)	<p>The company's Sales-related activities were reviewed for the audit and were found to follow an established and documented process. (COP-1) The sales support activities are conducted with a total of 20 employees.</p> <p>The sales activities at the Alabama location support the manufacturing operations at all locations including Cleveland, Ohio and Sumter, South Carolina. Orders are created from a contractual review process. The sales function manages a contract review of all sales through a cross functional team. The review activity includes purchasing, inside and outside sales, an analyst, quality operations and engineering. This group meets and reviews pricing, materials, packaging shipping, specifications and lead times prior to approval. The awards process (QMP 8.1) describes this activity. A release acknowledgement communication (record) results from a successful review. The orders are then generated through the company's software program and distributed to each manufacturing plant. Reviews of the procedures (COP-1, QMP8.1,2) interviews with key personnel and random reviews of spreadsheet data for orders with acknowledgements verified that the process was implemented as described and effective.</p> <p>Planned gross margin metric goal-100%, actual 99%.</p>
Sales (SC)	<p>The site's internal sales activities were reviewed for the audit and were found to follow an established and documented process. (COP-1, QMP 8.1) The site has 1 onsite sales representative that interacts with the corporate sales group located in Vestavia hills, Alabama.</p> <p>The processes associated with the contract review (STELPLAN / FIT) and determining customer requirements were being followed at the site, per a review of the onsite records and interviews with the sales representative on-site. Several orders were randomly reviewed. (#205042, 034, 033) Based upon this review and an interview with personnel, it was determined that the process was implemented and effective. These specific activities were reviewed and were documented in other areas of this report. (See Awards, and Sales review processes)</p> <p>External DPPMs goal-<3500, actual-2106, Internal DPPMs goal <4000, actual-3044, On time delivery goal>98%, actual 97.4%.</p>

Process	Comments
Support activities (AL)	<p>The Support related activities of the QMS were reviewed for the audit and were found to follow established and documented processes. The primary support activities for the QMS; Management review, internal audits, corrective action and customer satisfaction were reviewed and documented in other areas of this report. Other areas of the QMS were examined as follows;</p> <p>4.0 The company Quality manual (9-6-24) contains the company scope and policy. An interested parties log (JDM-F-100) was examined. Processes for the QMS were defined. (See OFI-2,4)</p> <p>5.0 The company's ownership and CEO work from the Vestavia hills, Alabama location. The CEO of the organization was available and was interviewed for the audit. The leader expressed commitment to the QMS and evidence showed that the resources to manage the QMS were being provided. Employees interviewed for the audit were aware of their QMS and articulated their roles in it.</p> <p>6.0 The company's risk analysis documents were reviewed for the audit. (Matrix rev 3, 9-6-24) Multiple Goals and Objectives were defined in the QAM and were evidenced in the most recent management review record.</p> <p>7.0 Human resources were observed to be adequate for each facility, there was no evidence manpower shortages, and all budgeted positions were filled. The maintenance PM function for the SC and Ohio plants were reviewed. (See OFI-1) A manual system for scheduling (monthly) and record keeping for PMs observed. A training matrix and job descriptions (Slitter, CTL operators) for operations employees at both locations was reviewed for the audit. For each employee, a training matrix at each site codes each critical activity as being; 1) In-training, 2) Trained, 3) Trainer capable. Corporate HR manages onboarding and keeps records of safety, crane, and forklift training. (See OFI-5) Interviews determined that employees were communicated with and were aware of their QMS. Document control for tiers 1 and 2 are controlled by a corporate system. Local records were found to use corporate managed forms and were complete, as reviewed.</p> <p>8.0 Production Operations was audited and documented in other parts of this report.</p> <p>9.0 Measurement activities, internal audits, and management review was audited and documented in other parts of this report.</p>

Process	Comments
Support activities (AL) <i>(Continued)</i>	<p>10.0 Corrective action was audited and documented in other parts of this report. Continual improvement was reviewed with the CEO. They expressed the ongoing projects to implement a new ERP system (INVEX), ongoing efforts to better manage capacity within the production group as high priorities for the company moving forward.</p> <p>SC-External DPPMs goal-<3500, actual-2106, Internal DPPMs goal <4000, actual-3044, On time delivery-goal>98%, actual 97.4%.</p> <p>OH-Customer returns, goal-<\$3500, actual-\$1851 per mil #s shipped, OTD, goal->98%, actual-98.4%, complaints, goal-<, actual 6.</p> <p>Sales-Planned gross margin metric goal-100%, actual 99%.</p> <p>Purchasing-2011-2024 aggregate scorecards- 2011-<3.0, 2024-3.5-shows improvement.</p>

Process	Comments
Support activities (OH)	<p>The support-related activities of the QMS were reviewed for this audit and were found to follow an established and documented process. (QAM) The company shares support activities such as Management Review, Internal Audits, corrective actions, company risk management / strategy, leadership and document control, all of which are managed through the corporate site / personnel in the headquarters facility in Vestavia hills, Alabama. Details of these processes are contained in other areas of this report.</p> <p>4.0 (See Vestavia hills, AL Support activities) 5.0 (See Vestavia hills, AL Support activities) 6.0 (See Vestavia hills, AL Support activities) 7.5 (See Vestavia hills, AL Support activities) 8.1,2,4 (See Vestavia hills, AL Support activities)</p> <p>8.5 The production processes at the Cleveland, Ohio facility were reviewed for the audit. This includes two steel slitter machines and 1 leveler / CTL blanking line.</p> <p>The operations of these lines was found to follow a documented process (slitter-CLV-SL-001 / Leveler-CLV-RB-001) The processes are driven by A STEPLAN/FIT software system that takes sales orders and generates work orders for each customer job.</p> <p>The hardcopy orders describe; the job spec, order spec., set-up instructions, processing instructions, materials to be used, and time used for production. Several of these orders were reviewed for the slitter and leveler processes.</p> <p>(job #s-89456,57,58, 88500, 88501) Operations personnel were interviewed and were found to follow the processes as described. Tags for finished product are generated for each order as the orders are being fulfilled at each production machine. Tags are scanned during the shipping step which relieves inventory. Operators were competent and aware of the QMS and their roles in it.</p> <p>The Cleveland, Ohio site Calibration process was reviewed for the audit.</p> <p>The Cleveland, Ohio site PM process was evaluated for the audit.</p>

Process	Comments
Support activities (OH) <i>(Continued)</i>	<p>9.0 The monitoring and measurement of the Cleveland Ohio manufacturing processes was evaluated for the audit. Alloy contents are measured by the steel supplier, are verified and supplied to the customer. Physical characteristics such as length, width, thickness, flatness, and squareness are measured at the beginning and ends of each run. These measurements are captured on hard copy records. (JDM-13, 03) Production runs are visually monitored for surface quality. A Gamma gage is used to continuously monitor material thickness as the run progresses. Several random orders were reviewed and were found to follow the process as described and the process was deemed to be effective.(job #s-89456,57,58, 88500, 88501)</p> <p>10.0 (See Vestavia hills, AL Support activities)</p> <p>Customer returns, goal-<\$3500, actual-\$1851 per mil #s shipped, OTD, goal->98%, actual-98.4%, complaints, goal-<, actual 6.</p>

Process	Comments
Support activities (SC)	<p>The support related activities of the QMS were reviewed for this audit and were found to follow an established and documented process. (QAM) The company shares support activities such as management review, internal audits, corrective actions, company risk management / strategy, leadership and document control, all of which are managed through the corporate site / personnel in the headquarters facility in Vestavia hills, Alabama. Details of these processes are contained in other areas of this report.</p> <p>4.0 (See Vestavia hills, AL Support activities) 5.0 (See Vestavia hills, AL Support activities) 6.0 (See Vestavia hills, AL Support activities) 7.5 (See Vestavia hills, AL Support activities) 8.2.4 (See Vestavia hills, AL Support activities)</p> <p>9.0 The monitoring and measurement of the Sumter South Carolina manufacturing processes was evaluated for the audit.</p> <p>Alloy contents are measured by the steel supplier, are verified and supplied to the customer by a certificate of analysis (COA). Physical characteristics such as length, width, thickness, flatness, and squareness are measured at the beginning and ends of each run.</p> <p>These measurements are captured on hard copy records. (JDM-13, 03) Production runs are visually monitored for surface quality. A Gamma gage is used to continuously monitor material thickness as the run progresses. Several random orders were reviewed and were found to follow the process as described and the process was deemed to be effective. (job #s- 89456,57,58, 88500, 88501)</p> <p>10.0 (See Vestavia hills, AL Support activities)</p> <p>External DPPMs goal-<3500, actual-2106, Internal DPPMs goal <4000, actual-3044, On time delivery-goal>98%, actual 97.4%.</p>

Corrective Actions List

No nonconformities were identified during this audit event activity.

Opportunities for Improvement

The following Opportunities for Improvement were identified during this audit activity:

Process	Description
Support activities (AL)	<p>OFI-1 The company production sites in Cleveland, Ohio, and Sumter, SC could choose to monitor unscheduled downtime as a KPI for their PM programs to evaluate and improve their effectiveness.</p> <p>OFI-2 The company could choose to revise their 20.44 form for the Vestavia Hills AI / corporate office to make the ISO 9001 requirements more concise and specific to the QMS support processes (sales, purchasing, awards, support) managed at this location.</p> <p>OFI-3 The site could choose to limit the internal audits of the QMS at each location only to the key processes managed through this location (sales, purchasing, awards, support) to avoid redundant auditing.</p> <p>OFI-4 The company could choose to revise their 20.44 form for each production site to make the ISO 9001 requirements more concise and specific to the QMS production processes (Receiving, Production, Shipping, Support-(training, calibration, maintenance, M&M)) managed at these locations.</p> <p>OFI-5 The company could choose to use the corporate written job descriptions as a checklist to follow when conducting OJT training.</p>

Note: Opportunities for Improvement are non-binding.

Best Practices Observed

The following Best Practices Observed were identified during this audit activity:

Process	Description
Support activities (OH)	BP-1 The company's ERP system (STELPAN / FIT) allows operators to lock out any materials that are non-conforming so as to not allow it to be further processed or shipped.
Purchasing (AL)	BP-2 The company's supplier evaluation includes a supplier scorecard that tracks performance with a numeric score and is done on a quarterly basis.
Sales (AL)	BP-3 The sales function manages a contract review of all sales through a cross functional team. The review activity includes purchasing, inside and outside sales, an analyst, quality, operations, and engineering.