

QUALITY OVERVIEW

“Quality is remembered long after
the price is forgotten”

WHAT IS QUALITY?

- Quality is more than just defect-free steel. **Quality is a mindset.**
- Here at JM, the most simple explanation I can think of for Quality is this: *understanding and meeting the needs and expectations of our customers.*
- Quality is an understanding that every aspect of our business plays an integral role in the overall functionality of the company. We must understand and navigate through each of these functions in order to make certain we are fit for our purpose.
- We must strive to *know customer requirements, ensure we can meet those requirements and finally, measure/know how well we performed.*

ISO 9001 : 2008

- Jemison Metals has been ISO Certified since 2006.
- All Locations are certified
- We look forward to continuing our ISO certification because we feel it displays our Company-wide commitment to Quality and the Quality Management System.



This is to certify that the Quality Management systems of

Jemison Demsey Metals Inc.

Locations:

3800 Colonnade Parkway, Birmingham, AL 35243
3001 Hickory St., Gadsden AL 35902
1255 Northgate Drive, Sumter, SC 29154
8100 Aetna Road, Cleveland, OH 44105

Have been assessed, recommended and accepted for compliance in meeting the requirements of

ISO 9001: 2008

Scope of Approval: EAC/IAF 17 & 29, NACE DJ & G

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

Certificate Number 2009/1214

Valid until December 14th, 2012

Governing Board Member
IRCA Lead Auditor

Glenn G. Shenton

Governing Board Member
Audit Manager

Dennis Jacobs

Date: September 25th, 2010



The certificate remains the property of CCAS Americas Ltd. 444 Maplecroft Court, Cincinnati, OH 45255, to whom it must be returned upon request. Accredited by Articles of Association in the State of Ohio 200106501684

Quality Policy

- To meet or exceed internal and external expectations represented in our Four Customer Service Cornerstones
 - Quality
 - On-Time Delivery
 - Personal Service
 - Complete & Accurate Inventory
- To provide a safe working environment for our employees
- To continually improve the skills of our employees through training and education
- To continually improve our processes, equipment, systems, and Quality Management System effectiveness.

QUALITY POLICY: WHAT IT MEANS

- From Purchasing to Operations and Sales – Quality focuses on the fundamental aspects of the process flow to ensure our customers' needs are consistently being met.
- We must provide Quality Products in a Timely manner, while providing top-tier Service with Complete & Accurate Inventory.



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QUALITY POLICY: WHAT IT MEANS

- Our most valuable asset is our employees.
- Without people at all levels of the Organization, we would not exist. Therefore, we strive to provide the safest working environment possible in order to preserve our most valued assets.
- Our EAB Teams (located at each facility) have made progress with this initiative and are a resource for future ideas and suggestions.



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QUALITY POLICY: WHAT IT MEANS

- Jemison Metals wishes to have the most highly skilled and educated work-force in the industry.
- This can only be met through training initiatives that educate our personnel so that they can survive and prosper in our ever changing industry.
- Our EAB Teams (located at each facility) can be a resource for such pursuits.



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QUALITY POLICY: WHAT IT MEANS

- Finally, we must continue to improve. All of the aforementioned attributes are vital for our success on a day-to-day basis. But, in order to excel, we must also continue to improve those things we do every day.

- A key component to continual improvement is *measurement*. It is tough to improve something when we don't know how effective (or ineffective) it was to begin with.



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QUALITY INTRANET

- The Quality Intranet is one of the newer additions to the Quality Management System. It holds a vast array of information about our processes and systems.
- <http://quality/web/>
- Some of this information includes:
 - Operating Procedures
 - Work Forms
 - Management Review Meeting Minutes
 - Internal/External Audit Results
 - Key Supplier Listings
 - Flow Charts/FMEA's/Control Plans
 - Packaging specs
 - Electronic copy of our Company's Quality Manual

QUALITY INTRANET



Quality Intranet

Corporate Quality Policy

- To meet or exceed internal and external expectations represented in our Four Customer Service Cornerstones:
 - Quality
 - On-Time Delivery
 - Personal Service
 - Complete & Accurate Inventory
- Provide a safe working environment for our employees.
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- To continually improve our processes, equipment, systems, and Quality Management System effectiveness.

Corporate Documents

[Quality Manual](#)
[Management Review](#)
[Quality Mgmt Procedures](#)
[Key Supplier Listings](#)
[Customers Requiring Change Notification](#)
[Internal/External Audit Results](#)
[Internal Audit Schedule](#)
Forms

Gadsden Documents

Work Instructions
Forms

Sumter Documents

Work Instructions
Forms

Cleveland Documents

Work Instructions
Forms

Links to Plant Web-pages

A diagram consisting of three red arrows pointing upwards from the text 'Links to Plant Web-pages' to the three document boxes labeled 'Gadsden Documents', 'Sumter Documents', and 'Cleveland Documents'.

QUALITY INTRANET



Gadsden

Location	Document	Revision Date	Revision Level	Approval Authority
	Operating Procedures			
SL19	GAD-SL-002 SL19 Slitter Procedure	04/10/10	0	B. Burkett
SL22	GAD-SL-001 SL22 Slitter Procedure	04/10/10	0	B. Burkett
SL22	GAD007 Operator Duties	09/29/09	0	B. Burkett
SL22	GAD008 Helper 1 Duties	09/29/09	0	B. Burkett
SL22	GAD009 Helper 2 Duties	09/29/09	0	B. Burkett
CTL	GAD-CTL-001 CTL Procedure	03/13/12	0	B. Burkett
	Forms			
Receiving	GAD009 Inbound Inspection Report	06/28/11	1	B. Burkett
SL19, Debur, Plasma	GAD010 Production Report	07/11/11	1	B. Burkett
SL22	JDM 011 Width Worksheet	03/09/10	1	B. Burkett
Cut To Length	GAD-CTL-011 Production Report	03/23/12	1	B. Burkett
Cut to Length	GAD021 - VSG Inspection	03/23/12	0	B. Burkett
Plasma	GAD020 Plasma Production Report	09/30/11	0	B. Burkett
Production	GAD 002A Reject Report	05/12/11	1	B. Burkett
Production	GAD002 Daily Mic Check Sheet	07/11/11	1	R. Rowland
Production	GAD019 Tape Measure Check Sheet	07/11/11	1	R. Rowland
Training	OJT6 2.3 Training	06/01/06	0	T. Bradt
Training	OJT6.2.4 Group Training	08/31/11	1	T. Bradt
Training	FHR001 Orientation Checklist	12/15/11	6	T. Bradt
Training	FHR002 Training & Equipment Checklist	08/08/11	1	T. Bradt
Training	FHR003 Training & Equipment Checklist (Office)	9/30/10	0	T. Bradt
Training	FHR004 Orientation Checklist Part-time	11/20/11	3	T. Bradt
Quality	GAD014 Calibration Worksheet	07/11/11	1	R. Rowland
Quality	GAD066 Caliper Checksheet	07/11/11	1	R. Rowland
Quality	GAD018 Rockwell Checksheet	07/11/11	1	R. Rowland
Quality	Form 4.1-1 Document Change Request/Notice	12/11/09	1	R. Rowland
	Visual Aids			
All	JDM-VA-001 JD Skid Types	08/31/10	0	R. Rowland
Operations	8.3.3 Inspection Processes	4/29/09	A	B. Burkett

QUALITY INTRANET

GAD-SL-001

Slitter Procedure

SL22 Procedure

1. Using Work Orders "Order Spec" and "Arbor Setup" sections to determine sizes that will be input into C.A.S.S. system, which produces Arbor setup printout.
2. Coil loaded onto slitter by appropriate personnel, tag is given to operator to verify correct coils is in place per the job Work Order.
3. Operator loads information from Work Order into Gamma computer.
4. Set Levelers.
5. Operator checks knife clearance, if clearance is correct, material is fed through knives. If clearance is incorrect, necessary adjustments are made.
6. Operator checks burr, gauge (edge-crown-edge) and Rockwell (if required). Information is recorded on [Width Worksheet](#).
7. Cuts are evaluated for width and camber (if required). Information is recorded on [Width Worksheet](#).
8. Width of master coil, at entry side of knives checked per [Inspection Checkpoints 8.3.3](#).
9. Operator & Helper inspect material during processing for any defects that do not meet specifications (Customer Part Specification). Operator will monitor Gamma and manually check and record tail gauge measurement. Per [Inspection Checkpoints 8.3.3](#) we are checking top, bottom, and sides including surface, shape and gauge.
10. If any check does not meet the Customer Part Specification/Job Requirements, QA is notified and will contact sales.
11. Sales to contact customer for deviation. If customer accepts deviation, then [JDM100 \(Deviation Request Form\)](#) will be filled out signed (email or verbal acceptance is acceptable and should be documented by sales) and documented on the work order. If customer does not accept deviation, the Production Planner is notified so replacement can be made and material is placed in reject warehouse for MRB disposition.
12. Slit product is run to customer OD specification and banded to specification.
13. Material is packaged to specification, weighed & tagged, and moved to appropriate warehouse.

Revision Date	Revision Level	Changes Made
09/20/10	1	Removed Item 1, picklist, staging. Performed by Receiving Operator
04/10/10	0	Original Version

ADDITIONAL ITEMS TO COVER

Non-Warehouse

- Intranet / Specific Areas relative to Job.
- Case System (FIT)

Warehouse

- Mic's
- Calipers
- Tape Measures
- Gamma
- Measurement Tables (SMT)
- Flatness Gauge
- Packaging