

## Management Review Minutes

Date: 8/27/18 Location: Corporate

Attendees: Pete Heinke, Dave Pratt, Gary Jantonio, Tina Bradt, Craig Mathiason, Randy Richards (Phone), Robert Heinke, Bryan Schach, Joe Ross Merritt, Rick Rowland.

Inputs	Outputs (Comments, Attachments, <a href="#">Action Items</a> )
<b>Status of Actions from Previous Mgmt Reviews</b>	<ol style="list-style-type: none"> <li>1. In 2018 DPPMs will be reported separately for DEC &amp; GAD vs the combined DPPMs method of previous years (R. Rowland). <a href="#">This was put in place in January 2018 and has been reported this way all year.</a></li> <li>2. DEC surface issues improvement activities will continue. (F. Sides, R. Rowland). <a href="#">Bottom side surface inspection camera project hit difficulties with connectivity and general knowledge about lenses, focal lengths etc. However, with the focus on the BEST project, we have a revitalized effort to implement the camera system capability with the lab project and now the installation on the GAD Rowe. We will likely be able to implement this system in DEC in Q4 2018.</a></li> <li>3. In 2018 we will track and report OTD separately for DEC &amp; GAD as well as separately for fabrication vs “normal” service center shipments. (R. Rowland, M. Bradford). <a href="#">We are tracking Fab vs “normal” in our reporting. However, the BEST project programming priority has prevented the separation of DEC &amp; GAD for now.</a></li> <li>4. In 2018, GAD &amp; DEC % of revenue devaluations (internal DPPMs) will be tracked separately. They were already tracked separately in dollars, but we will now have revenue separated. (R. Rowland, M. Bradford, G. Jantonio). DEC HRPO surface critical improvement is ongoing. We will likely change the terminology from devaluations to DPPMs. <a href="#">Changes made, Jan 2018, for GAD &amp; DEC % of revenue tracking separately and change to Internal DPPMs. Surface improvements are ongoing.</a></li> <li>5. CLV QA is currently Vacant. Need to determine whether to replace (R. Rowland, C. Mathiason, D. Pratt). <a href="#">Currently being covered by P. Macias and R. Rowland with increased travel. CLV DPPMs are the best in the company at 1,145 DPPMs vs goal of &lt;3,900. We will continue to evaluate this.</a></li> <li>6. Online gauge calibration system would be a nice to have. (R. Rowland). <a href="#">This project has been reassigned to Brian Smith to evaluate. Should have a decision by end of 2018.</a></li> </ol>
<b>Changes in External &amp; Internal issues that are relevant to the QMS.</b>	<ul style="list-style-type: none"> <li>• ISO 9001: 2008 is set to expire on September 14, 2018 and the new standard (ISO 9001: 2015) will take its place. All organizations are required to transition or have their ISO certifications expire.</li> <li>• Jemison Metals will have our Registration Audit to ISO 9001:2015 the week of September 3rd at all locations.</li> <li>• Section 232 tariff’s have increased pricing and reduced imports. Demand remains strong. Truck availability and freight rates are challenging. Unemployment at historical lows.</li> </ul>

<b>Customer Satisfaction &amp; Feedback from relevant interested parties</b>	<p>Customer feedback via formal corrective action requests was reviewed, by plant location. 17 requests were made, which is at a run rate slightly lower than in 2017, but on pace with 2016.</p> <p>Since the last management review, 17 new CA's were initiated, 17 were closed with 6 remaining open. (See slide 16)</p> <p><u>DPPMs</u> – DPPM performance, Jan-July 2018, was reviewed for all branches and total company. The YTD DPPM performance, against the new goal of 3,900 or less goal is as follows and includes pricing errors: (CLV 1,358, DEC 2,424, GAD 1,916, LYN 3,564, SMT 2,597, Total Company 1,822). DPPMs calculated by weight were also reviewed. We are tracking this way in 2018 just to see how they compare.</p> <p>Historical DPPM performance was reviewed. 2018 is crushing goal! Historical chart is phenomenal (per Craig Mathiason, COO). 2018 is on track to outperform last year's best performance at 3,561. Increased communication of issues to the plant floor to drive accountability is believed to have contributed to this trend.</p> <p>Pareto analysis of the top rejection causes was reviewed. Surface quality was our #1 cause in 2017 and remained so in 2018. The run rate of 2018 surface quality rejections is approximately 1/3 of 2017.</p> <p>Surface Inspection System, as part of the BEST/Machine Intelligence project should help with detection of surface issues. Sept. 2018 will see installation in Gadsden and hopefully in Q4 2018 we can implement in Decatur. (R. Rowland)</p> <p><u>On Time Delivery</u> – On Time Delivery (OTD) performance was reviewed. YTD OTD performance is as follows: (CLV 99.0%, GAD 93.9%, LYN 9.57%, SMT 96.9%, Total Company 96.3%). Fabrication has been the main drag on company OTD performance. We began reporting GAD &amp; LYN-Fab separately in Q4 to better understand what's happening. Causes, challenges, and actions were reviewed. Pete Heinke also mentioned that Fabrication scheduling, and the added visibility associated with it, is one of the top priorities of the BEST Project. Additionally, our Fabrication customers are generally satisfied with our delivery performance (per our territory managers).</p> <p>Continue to monitor Fab Actions to evaluate effectiveness and make changes/adjust course if necessary. (R. Heinke)</p>
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<b>Customer Satisfaction &amp; Feedback from relevant interested parties (continued)</b>	<p><u>Devaluations</u> – Devaluation performance was reviewed. YTD Devaluation performance is as follows, against the goal of 0.50% of revenue: (CLV 0.17%, DEC 0.45%, GAD 0.34%, LYN 0.34%, SMT 0.37%, Total Company 0.35%). Additionally, Operations was at 0.27% of revenue against a goal of &lt;0.15% and sales was at 0.03% of revenue against a goal of &lt;0.10%. DEC’s miss is related to surface quality related issues. We continue to work on ways to improve HRPO surface quality through detection and other methods. See action item above, in DPPMs, regarding camera surface inspection system.</p> <p><u>Audit Results (External)</u> – Customer audits and Amplus audits were reviewed. Amplus results resulted in continued registration in January (LYN, CLV, SMT). September 2018 will be a full registration audit to ISO 9001: 2015.</p> <p><u>Audit Results (Internal)</u> – 2018 internal audits met the audit plan requirements. 2018 process audits met plan except in Decatur (we have addressed this miscommunication issue) and in Cleveland (a challenge without a local quality person). We had 38 YTD process audits and 6 internal audits.</p> <p><u>Performance of External Providers</u> – Supplier ratings, for our top mill suppliers, was reviewed. Nucor Berkeley, Nucor Decatur, Nucor Gallatin, Metal One and NLMK were rated in Q2 2018. NLMK scored Green, while the other 4 scored yellow. YTD mill claims rate is at 1.17%, which is historically good performance since we began supplier ratings.</p>
<b>Other</b>	<ul style="list-style-type: none"> <li>• A lot of time spent discussing the changes with the new standard (see slide 5 (Summary of Major Changes ISO9001:2015).</li> <li>• Tina asked if the new training software could cover safety training. Great comment and yes, it should also be able to address this area.</li> <li>• Craig Mathiason asked about the IATF mandate for ISO9001:2015 registrars being accredited by accreditation bodies on the IATF list. This issue currently relates to CBF, but his question was how many other customers will be asking this same question in the near future? Good question, no current answers. <a href="#">We will investigate cost of registrars that are accredited by accreditation bodies on the IATF listing. (R. Rowland Action in Q3/Q4 2018).</a></li> </ul>
<b>Quality Policy</b>	<p>The quality policy and vision was reviewed and determined to be appropriate and suitable.</p>

<b>Adequacy of Resources</b>	<ul style="list-style-type: none"> <li>• Training Software (Assignment to Zach Delp). <b>Zach to report his research end of Sept. 2018, with goal of implementation at LYN by end of 2018. If we like the implementation, we may roll out to all facilities in 2019.</b></li> <li>• Maintenance Software. (Assignment to Zach Delp). <b>Zach to research this after implementation of training software in LYN. LYN to be the pilot facility for maintenance software to determine cost/benefit. Target Implementation in LYN in Q1/Q2 2019.</b></li> <li>• Online Gauge Calibration System. (Assigned to Brian Smith). <b>Target is Q4 2018 – Q1 2019 for calibration software for all locations.</b></li> </ul>
<b>Effectiveness of Actions to Address Risks and Opportunities</b>	<p>Actions to Address Risks/Opportunities (From risk scoring matrix)</p> <ol style="list-style-type: none"> <li>1. BEST Project/Machine Intelligence/Camera Surface Visualization – Long-term project to address opportunities in Quotation, Award, Contract Management, Production. (P. Heinke + Team [Programming, IT, QA, Technical])</li> <li>2. Training Software – Review of software solutions + planned initial implementation in LYN by end of 2018. Z. Delp Lead on this project.</li> <li>3. Maintenance Software Evaluation – Review of software solutions &amp; cost/benefit analysis. Z. Delp to research options and report out by end of 2018. Potential first implementation in LYN to trial a solution in Q1/Q2 2019. Z. Delp Lead on this project with input from operations management.</li> <li>4. Calibration Software – Review of software solutions to assist in control of monitoring and measuring resources. B. Smith lead on this project. Target implementation company-wide (assuming we find a cost-effective alternative) is Q4-2018/Q1-2019.</li> </ol> <ul style="list-style-type: none"> <li>• The main method of evaluating business risk is twofold: 1) The model is used for quotation and capability, while 2) Customer contract management reviews are held to assess ongoing business risk. Both of these activities have allowed Jemison to grow profitably over time.</li> </ul>
<b>Opportunities for Improvement</b>	<ul style="list-style-type: none"> <li>• Actions highlighted in blue, above, list many of the opportunities for improvement at Jemison.</li> <li>• Jemison is ~4 months into a full ERP re-write that is expected to take 2-3 years. This new ERP system is expected to greatly improve efficiency</li> </ul>

# JEMISON

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## METALS

### MANAGEMENT REVIEW

8-27-18



# Management Review Requirements (ISO 9001)

*“Top management shall review the organization’s quality management system (QMS), at planned intervals, to ensure its continuing suitability, adequacy, effectiveness **and alignment with strategic direction of the organization.**”*

## Review Inputs

- a) Status of actions from previous Management Reviews
- b) **Changes in external & Internal issues that are relevant to the QMS**
- c) Information on the performance & effectiveness of the QMS, including trends in:
  - 1) Customer satisfaction & feedback from relevant interested parties
  - 2) **The extent to which quality objectives have been met**
  - 3) Process performance & conformity of products & services
  - 4) Nonconformities & corrective actions
  - 5) **Monitoring & measuring results**
  - 6) Audit results
  - 7) The performance of external providers

- d) The adequacy of resources
- e) **The effectiveness of actions taken to address risks and opportunities**
- f) Opportunities for improvement

**Blue** highlighted items are changes associated with the ISO 9001: 2015 standard



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**Review Outputs: The output from the management review shall include any decisions and actions related to:**

- a) Opportunities for improvement
- b) Any need for changes to the quality management system
- c) Resource Needs

# STATUS OF ACTIONS FROM PREVIOUS MANAGEMENT REVIEWS

From 12/17/18 Management Review

1. In 2018 DPPMs will be reported separately for DEC & GAD vs the combined DPPMs method of previous years (R. Rowland). [This was put in place in January 2018 and has been reported this way all year.](#)
2. DEC surface issues improvement activities will continue. (F. Sides, R. Rowland). [Bottom side surface inspection camera project hit difficulties with connectivity and general knowledge about lenses, focal lengths etc. However, with the focus on the BEST project, we have a revitalized effort to implement the camera system capability with the lab project and now the installation on the GAD Rowe. We will likely be able to implement this system in DEC in Q4 2018.](#)
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# SUMMARY OF MAJOR CHANGES ISO9001:2015

- Context of the Organization
  - Includes company vision
  - Internal and External Issues (i.e. External: Market Volatility, Imports, Demand, Capacity, Regulations, Internal: Safety, Staffing, Working Environment, Training)
  - Understanding the Needs & Expectations of “Interested Parties”. See [interested parties log](#)
- Leadership
  - 5 New Explicit Responsibilities Assigned
    1. Ensuring QMS conforms to International Standard – Assigned to Head of Quality
    2. Ensuring that processes are delivering their intended outputs – Assigned to Head of Operations
    3. Reporting on Quality System and opportunities for Improvement – Assigned to Head of Quality
    4. Ensuring the promotion of customer focus – Assigned to Head of Sales
    5. Ensuring that the Quality System is maintained when changes are planned & implemented – Assigned to Head of Quality
- Planning
  - Risk Assessment (Actions to Address Risks and Opportunities) Requirement. See [Jemison Business Risk Assessment](#)
  - Planning of changes that affect the Quality System. QMP 6.3 is a new procedure to document this planning process to assess and address risk. There is a new form to fill out to track/address.
- Improvement
  - Continual Improvement activities now have to be planned, tracked, and have assigned responsibility.
- Contract Review, is now Award Review. Procedure QMP 8.1 was updated to include Fabrication Awards as well as updated titles of those responsible for certain steps.
- QMP 8.4 – New Supplier Evaluation & Approval. This is a new procedure, required by ISO. Developed and approved with D. Pratt.

# ACTIONS TO ADDRESS RISKS/OPPORTUNITIES, OPPORTUNITIES FOR IMPROVEMENT

## Actions to Address Risks/Opportunities (From risk scoring matrix)

1. BEST Project/Machine Intelligence/Camera Surface Visualization – Long-term project to address opportunities in Quotation, Award, Contract Management, Production. (P. Heinke + Team [Programming, IT, QA, Technical])
2. Training Software – Review of software solutions + planned initial implementation in LYN by end of 2018. To assist in training/competence & tracking of personnel training and tasks. Z. Delp Lead on this project.
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4. Calibration Software – Review of software solutions to assist in control of monitoring and measuring resources. B. Smith lead on this project. Target implementation company-wide (assuming we find a cost-effective alternative) is end of Q1 2019.



## CHANGES IN EXTERNAL & INTERNAL ISSUES THAT ARE RELEVANT TO THE QMS

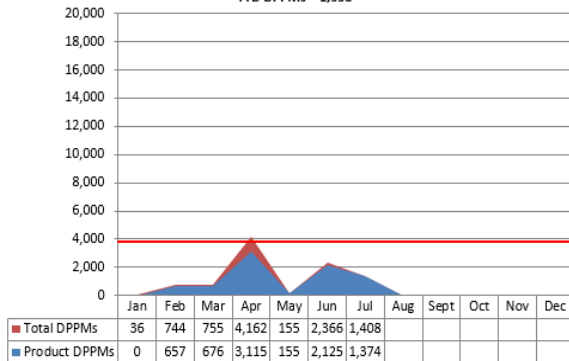
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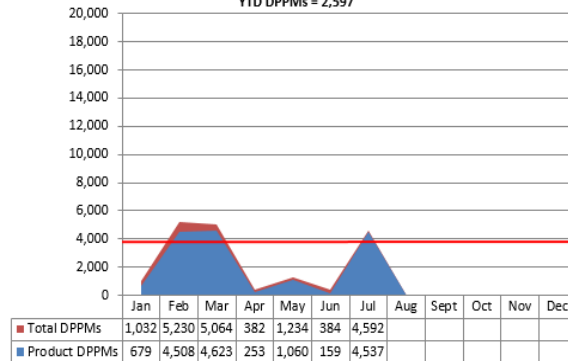
# Customer Feedback DPPMs

Jan-Jul 2018

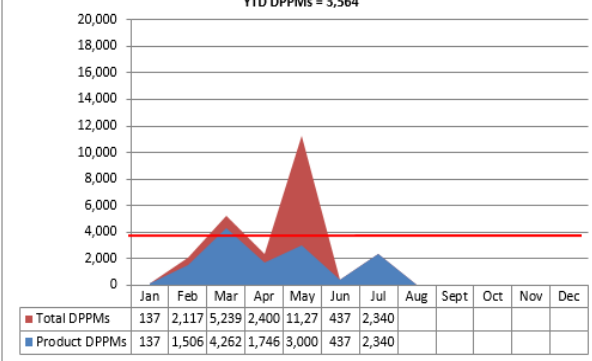
**CLV DPPMs 2018 YTD**  
YTD DPPMs = 1,358



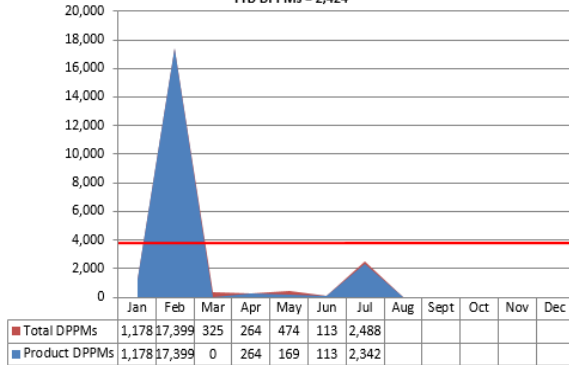
**SMT DPPMs 2018 YTD**  
YTD DPPMs = 2,597



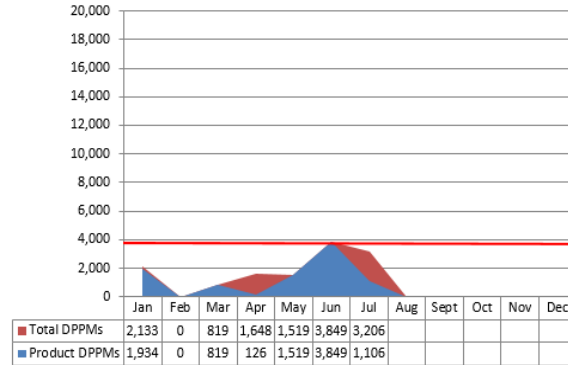
**LYN DPPMs 2018 YTD**  
YTD DPPMs = 3,564



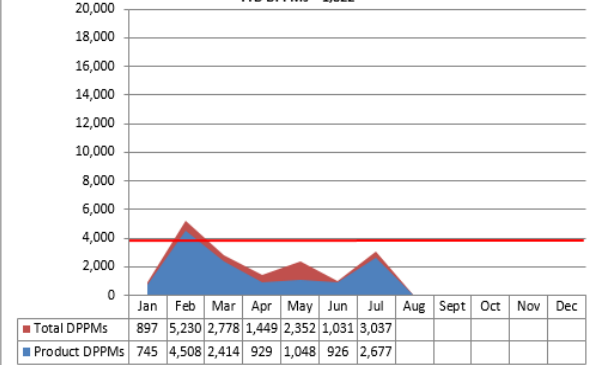
**DEC DPPMs 2018 YTD**  
YTD DPPMs = 2,424



**GAD DPPMs 2018 YTD**  
YTD DPPMs = 1,916



**JM DPPMs 2018 YTD**  
YTD DPPMs = 1,822

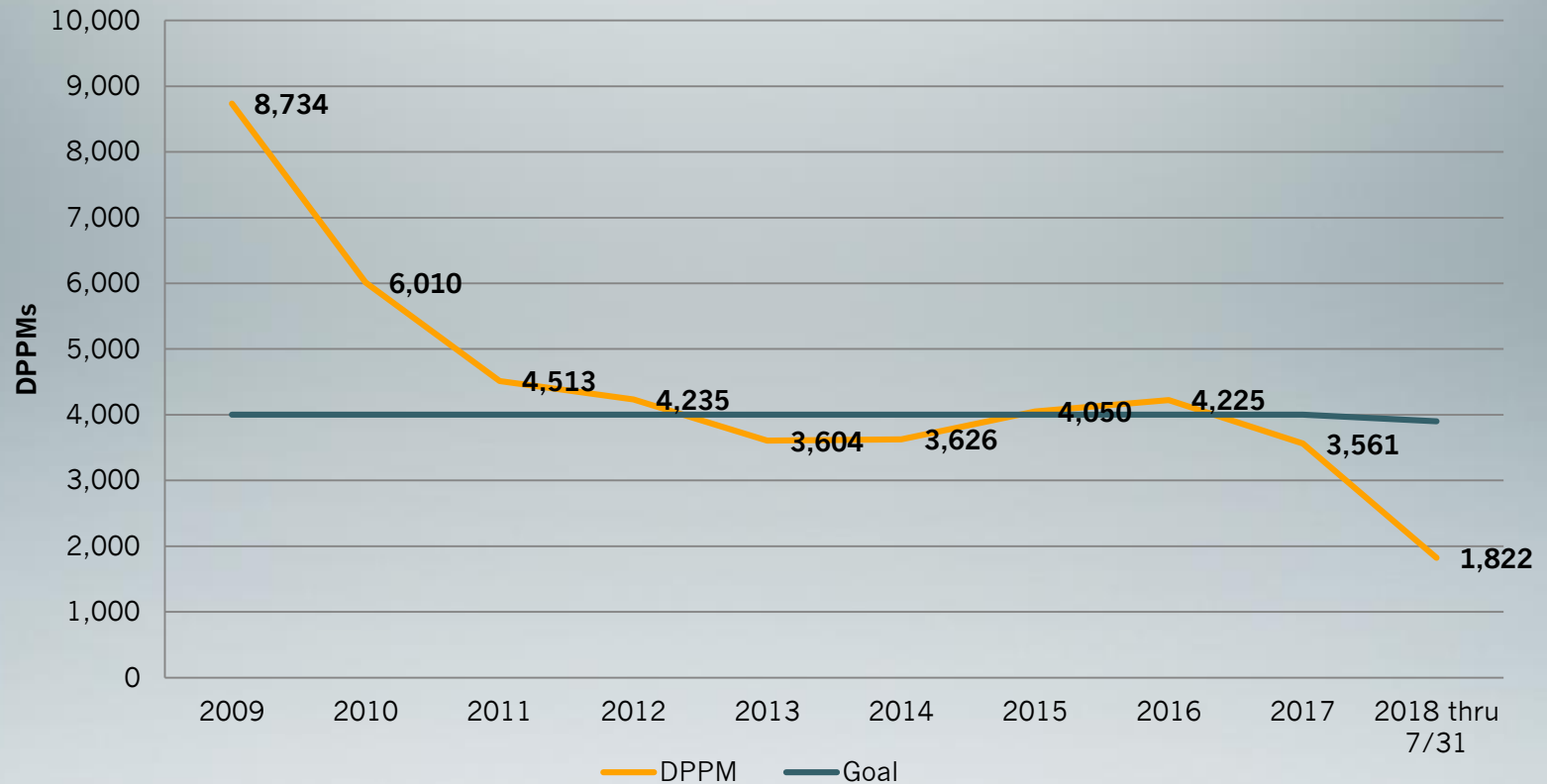


2018 YTD DPPM's						
	CLV	DEC	GAD	LYN	SMT	Total
DPPM Goal < 3,900	1,358	2,424	1,916	3,564	2,597	1,822
DPPM by Weight	666	1,723	1,659	1,652	1,995	1,549



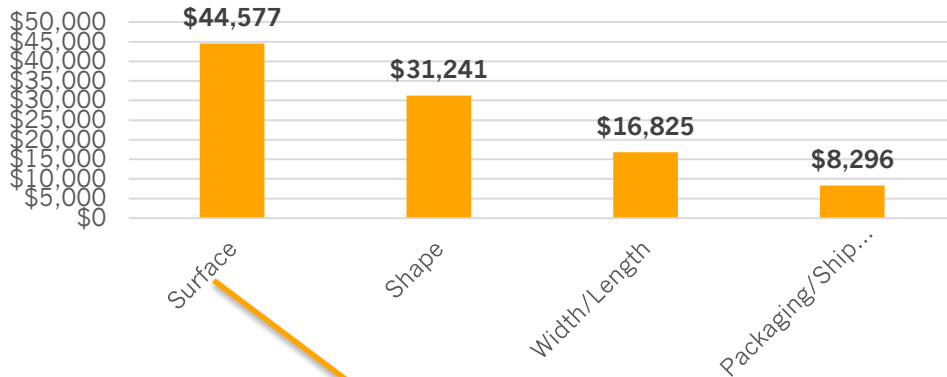
# Customer Feedback DPPMs

## Historic JM Total Co DPPMs

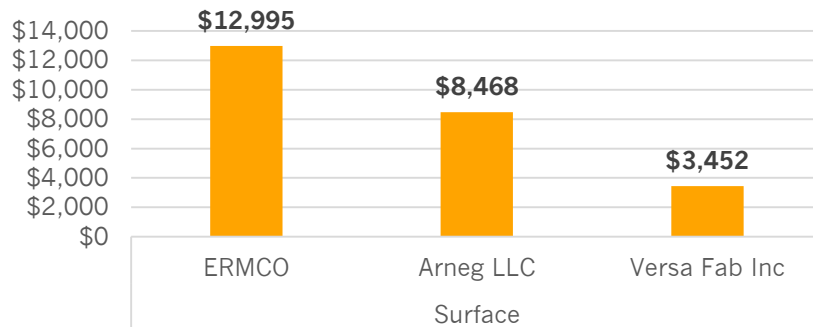


# Customer Feedback DPPM Analysis

Top Causes - Total Co. (2018 thru 7/31/18)



Top 3 Customers - Surface Related Defects



## •2017 Data Showed:

- 1) Surface \$188k 2) Shape \$118k 3) Packaging/Shipping \$97k

- 2018 Data shows Surface as #1, with ERMCO rust from lumber, Arneg Stainless Surface Finish, and Versa Fab bottom side scratches. Run rate is favorable vs 2017 for surface issues but still room to improve.

## 2017 Data

Top Causes - Total Company (2017 YTD Thru Nov)

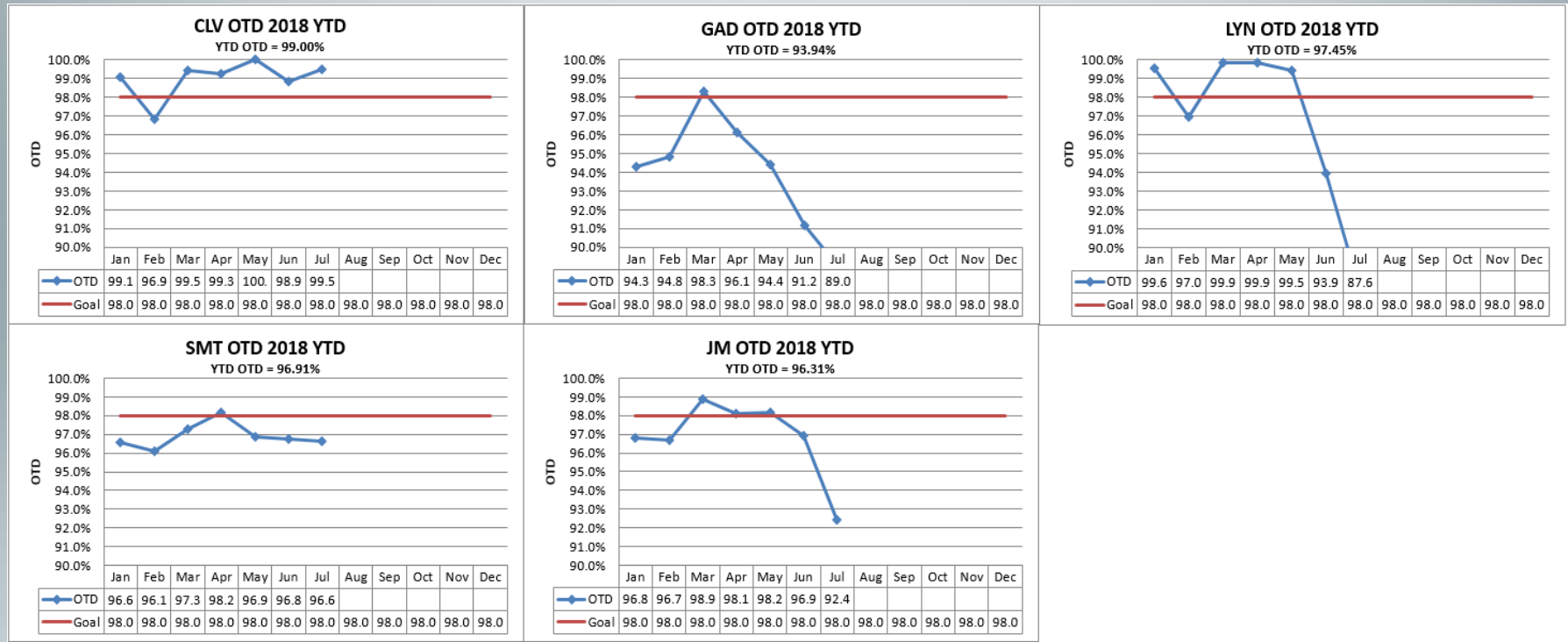


Top 5 Customers - Surface Related Credits



# Customer Feedback

## On-Time Delivery (Jan-Jul 2018)



Fabrication has been the main drag on company OTD performance. We began reporting GAD & LYN-FAB separately in Q4 to better understand what's occurring. We will continue to report/monitor FAB separately, although it is combined into the above reports. The main causes of the low OTD numbers for Fabrication are related to:

- 1) Capacity Planning/Visibility,
- 2) Machine Downtime,
- 3) Strong Fab Growth



# Customer Feedback OTD

## Fabrication OTD Improvement Activities

Heil-Fab has been the single biggest driver of missed deliveries.

### Challenges

- Customer forecast is not granular enough and is subject to daily change
- Customer sometimes enters duplicate orders
- Customer priorities change daily or even hourly
- Jemison production adjusting schedule and not able to run optimal quantities to meet adjusted needs

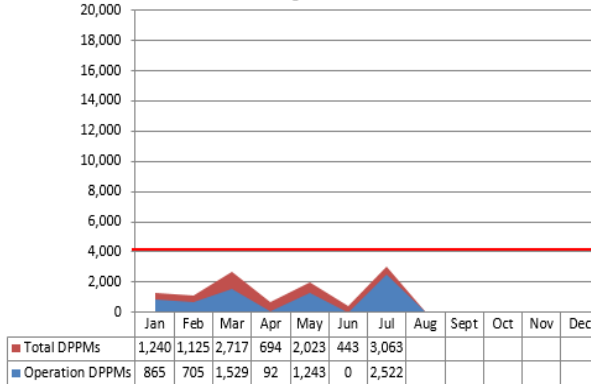
### Actions

- Jemison vendor manages inventory on-site 2-3 days/week
- Internal Jemison call twice/week to communicate adjusting priorities and needs
- Jemison individual communicates daily with Heil Buyer
- New lasers purchased in GAD and LYN
- Fab Commercial Team Re-Organization (Rob, Jeff, Sarah)
- Q3 2018 Capacity planning documents created and in use on weekly calls for GAD and LYN. Used to determine staffing and overtime needs.
- Mid July 2018, Fab Team is tracking specific reasons for Fab Lates (i.e. Equipment Failure, ISIR, Production Delay, Transit WIP, Transit Mill

# Devaluation Tracking (Jan-Jul 2018)

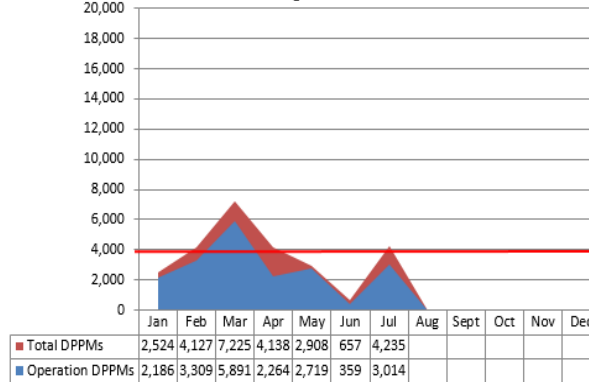
**CLV Internal DPPMs (Devals) 2018 YTD**

Target < 4,037: YTD DPPMs = 1654



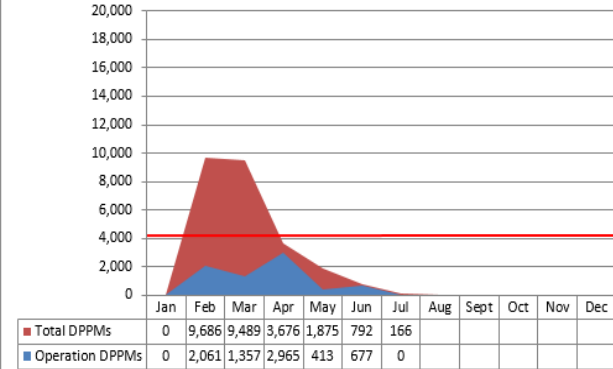
**SMT Internal DPPMs (Devals) 2018 YTD**

Target < 3,995: YTD DPPMs = 3727



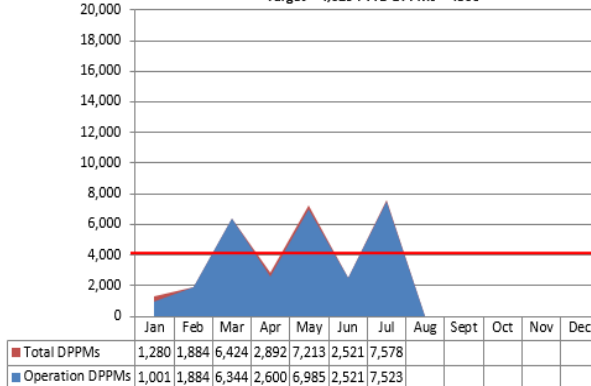
**LYN Internal DPPMs (Devals) 2018 YTD**

Target < 4,132: YTD DPPMs = 3363



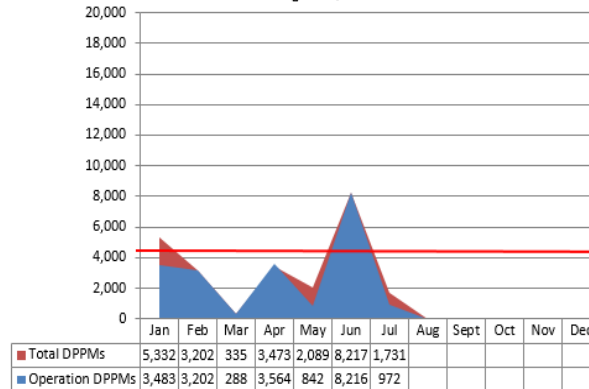
**DEC Internal DPPMs (Devals) 2018 YTD**

Target < 4,029: YTD DPPMs = 4536



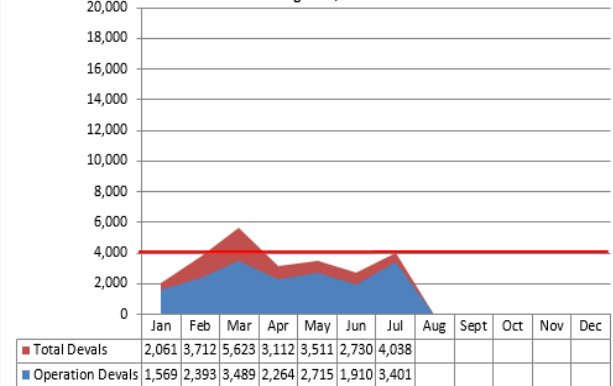
**GAD Internal DPPMs (Devals) 2018 YTD**

Target < 4,586: YTD DPPMs = 3360



**JM Internal DPPMs (Devals) 2018 YTD**

Target < 4,038: YTD DPPMs = 3463

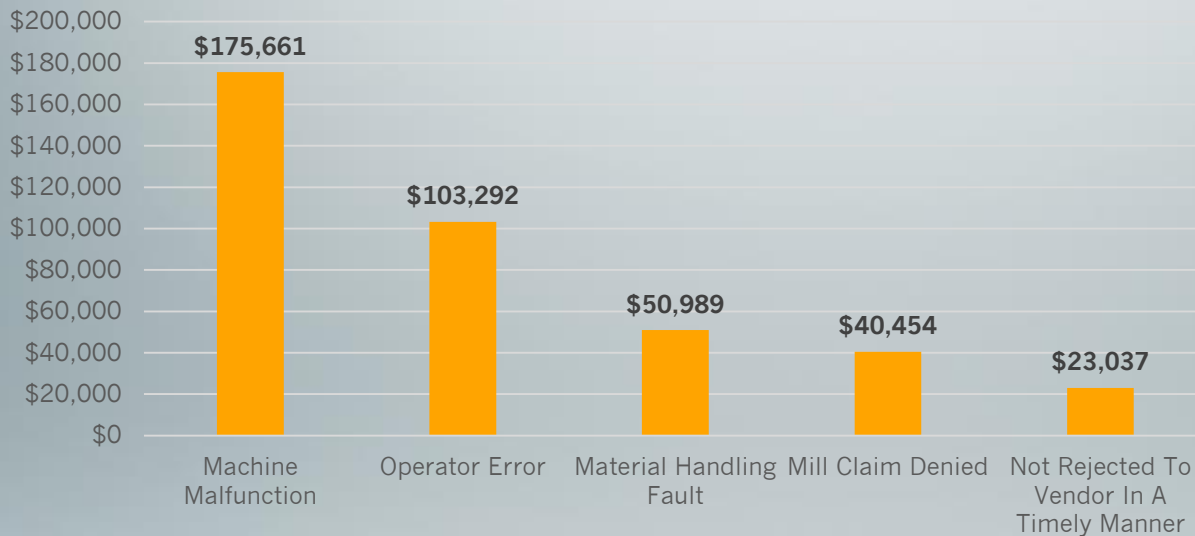


CLV, SMT, LYN, GAD all below DPPM goal. DEC slightly above goal. Total Company below goal.



# Devaluation Tracking

2018 Devals thru 7-31-18



2017 Data:

Machine Malfunction was #1 (\$174k). #2 Operator Error & #3 Finished Goods Inventory.

	YTD Devaluations					
	GAD	DEC	CLV	LYN	SMT	Total
Actual	\$57,472	\$130,805	\$35,001	\$56,396	\$151,985	\$431,659
Goal	\$61,964	\$109,361	\$81,914	\$64,554	\$146,825	\$464,618
% of revenue	0.34%	0.45%	0.17%	0.34%	0.37%	0.35%
% of revenue goal	0.40%	0.40%	0.40%	0.40%	0.40%	0.40%
Operations (Goal <0.15%)	0.28%	0.44%	0.10%	0.07%	0.30%	0.27%
Sales (Goal <0.10%)						0.03%
Deval DPPM	3,360	4,536	1,654	3,360	3,727	3,462
Deval DPPM Goal	4,586	4,029	4,037	4,132	3,995	4,038

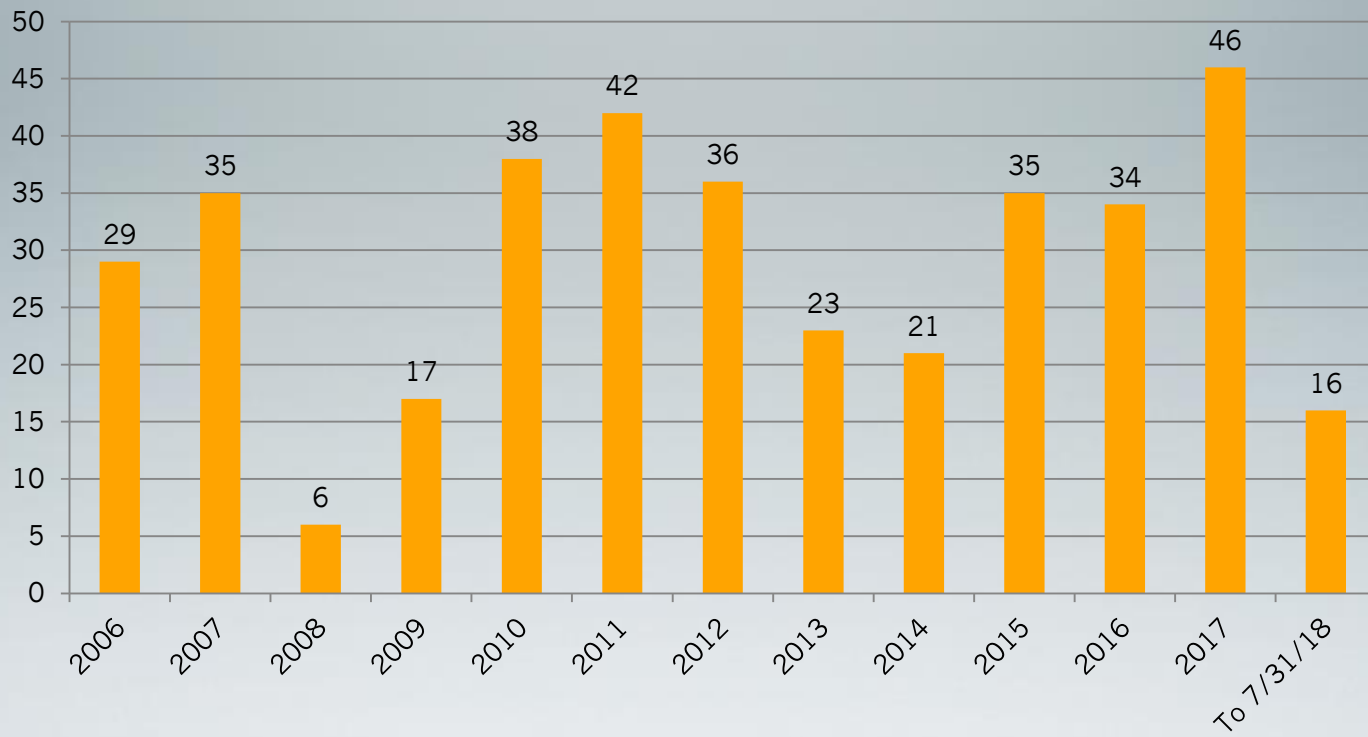


# Corrective and Preventive Actions (CA & PA)

Corrective Actions are the heart of continuous improvement.

1. Documented problem or potential problem
2. Assigned responsibilities
3. Follow-up verification through internal audits

**Corrective Action History**



## Customer Feedback via Corrective Action Requests since Last Management Review

17 Formal Corrective Action Requests 12/18/17 to 7/31/18

### CLV 5 CA Requests

- 1 Lakeside (Belled Edge on G235 Material)
- 2 Unified Brands (Bow & Width Tolerance)
- 1 Internal Audit Corrective Action (Calibration Program Not Up to Date)

### GAD 3 CA Requests

- 2 Freudenberg (Rolled Edge/Burr, Scratch in coil)
- 1 Gorbel (Coils out of width tolerance)

### SMT 4 CA Requests

- 1 FHP (Chem Treat Lines)
- 1 Eaton Fayetteville (Purple paint transfer from plastic runners)
- 1 Eaton Greenwood (Edgewave)
- 1 Eaton Sumter (Late Delivery)

### LYN 4 CA Requests

- 1 Munters Fab (Shipping Damage on Fragile Parts)
- 1 Munters (White rust from skids during transfer in plant)
- 1 JB Stamping (Fab washers, hole diameters out of tolerance)
- 1 ABB Power (DEC packaging issues)

### DEC 1 CA Requests

- 1 CMC Impact (Cut wrong coils due to order entry error)

Corrective Actions 12/18/17 thru 7/31/18							
	CLV	SMT	LYN	GAD	DEC	BHM	Totals
New	4	4	5	3	1	0	17
Closed	8	3	4	2	0	0	17
Open	1	2	1	1	1	0	6



# EXTERNAL AUDIT RESULTS

Since 12/18/17 Management Review

Decatur – None

Lynchburg

- Jan 2018 – Amplus Surveillance
  - 3 Observations (Nonconformance not specifically addressed in laser procedure, Granite table calibration paperwork not documented with move from CLV, Customer feedback from sales not always forwarded to R. Rowland), 1 Opportunity for Improvement (Calibration System Methodology)

Cleveland

- Jan 2018 – Amplus Surveillance
  - 7 Observations (JD Logo and name still in use, CA closure not in mgmt. review, ISO Policy training with no QA in CLV, 5S checklist not filled out, Forklift PM forms not up to date, calibration standard not up to date in master list, Steel Rule calibration paperwork not current), 1 Opportunity for Improvement (transition to ISO 9001:2015 by end of Q2 2018)
- April 2018 – Rittal Full System Audit
  - 2 Findings:
    - No process for control of 1<sup>st</sup> shipment held until FAI approval is obtained. Completed 4/26/18.
    - Supplier qualification process to be defined by end of Q2 for ISO 9001: 2015 Action Item. Completed 7/9/18.
- March 2018 Carlisle Brake
  - 1 Finding (Registrar is not IATF certified)
  - 6 Observations (no report provided)
  - Determination: ISO “Compliant”, but not IATF recognized

Sumter

- Jan 2018 – Amplus Surveillance
  - 5 Observations (Top mgmt. in all locations access and review mgmt. review meeting minutes, timely CA activities, customer notification of sorting activities, First Aid kit in lunch room wasn’t identified, clarify process for evaluation of new suppliers)

Gadsden – None

**Next External Audit (All Locations) – Wk. of 12/3/18,  
Registration Audit to ISO 9001:2015**



# PROCESS & INTERNAL AUDITS

Process Audits by Location (1/1/18 thru 7/31/18)		
<b>CLV</b>	6 Process Audits	1 Observations: PPE
<b>SMT</b>	9 Process Audits	5 Observations: Mis-Tag, Missed procedural check, PPE (Log kept in SMT)
<b>DEC</b>	3 Process Audit	1 Observation (Packaging)
<b>GAD</b>	7 Process Audits	4 Observations: Missing Micrometer, Print had bend but we don't bend, Print had incorrect hole tolerance, Housekeeping)
<b>LYN</b>	13 Process Audits	4 Observations (Part spec wrong on W/O, Eaton Laser Part mic'd out of tolerance subsequently ok'd by sales, Gauge Issue, No W/O at Press Brake)
<b>Total</b>	38	All locations, except Decatur met the process audit requirements. Miscommunication between F. Sides, R. Rowland and B. Smith caused the miss in DEC. Should be back on track in Q3 2018 and forward.

Full System Internal Audits (Q3 2018)		
<b>CLV</b>	7/24/2018 by P. Macias	<u>1 Minor Finding:</u> HR Form, not using latest revision. <u>1 Observation:</u> 1 out of 10 sheet items in reject not identified properly
<b>SMT</b>	7/26/2018 by P. Macias	1 Observation: Jo Block, I.D. not visible.
<b>DEC</b>	8/14/2018 by R. Rowland	2 Observations: Hardness tester not in service (not needed) but not labeled as such; 3 Key Metrics graphs available, but only 2 are posted. Need additional sleeve on production board.
<b>GAD</b>	8/15/2018 by R. Rowland	1 Minor Finding: No tag on material being used at Plasma. 1 Observation: Form JDM-F-008 had typo in form number in footer. 1 Opportunity for Improvement: No documented receiving procedure.
<b>LYN</b>	8/1/2018 by P. Macias	2 Observations: No supervisor signoff on preventive maintenance documentation; PM schedule doesn't show completion, have to view each record to verify.
<b>BHM</b>	8/23/2018 by P. Macias	2 Observations: Reference to Hardcopy Controlled Documents is missing "Hardcopy". QMP 6.3 should probably reference QMP 8.4.



# Supplier Scorecards

Mill Source	Quality	Delivery	Service	Overall
NLMK	2.4	0.9	0.3	3.6
Nucor Gallatin	1.8	1.2	0.4	3.4
Nucor-Decatur	2.4	0.6	0.4	3.4
Metal One America	2.4	0.5	0.3	3.2
Nucor-Berkeley	1.8	0.6	0.3	2.7

Final Rating Scale	
3.5-5	Good
2.5-3.4	Marginal
<2.4	Poor

Vendor	Weight Claimed	Weight Received	Claims %	Top Claim Reasons (in order)
NUCOR-BERKELEY	1,015,363	68,815,490	1.48%	RUST, WHITE RUST, CENTER BUCKLE, SCALE
Nucor Gallatin	54,216	4,400,680	1.23%	PITS
Nucor Decatur	745,903	76,877,253	0.97%	PITS, SCALE, STAINS/RUST, TIGER STRIPING
NLMK	229,989	29,399,890	0.78%	WHITE RUST, LINES, GALV BUILDUP
METAL ONE AMERI	147,095	26,695,829	0.55%	PITS, STAINS, STICKERS
<b>Total (All Groups):</b>	2,192,566	206,189,142	1.06%	

2016 = 0.83%

2015 = 1.3%

2014 = 2.1%

2018 1<sup>st</sup> Half = 1.06%

2017 = 1.17%

## Resource Needs

- Training Software
- Potential Maintenance Software
- Online Gauge Calibration System

Other Business?

