

Management Review Minutes

Date: June 16, 2008 Location: Birmingham Corporate Office

Attendees: Pete Heinke, Brant Watts, Lou Sengebush, Dave Pratt, Randy Richards, Butch Burkett, Craig Mathiason, Matt Bradford, Bill Turnock

Inputs	Outputs (Comments, Attachments, Action Items)
Customer Feedback and Satisfaction	<ul style="list-style-type: none"> - Customer Survey content and format were reviewed. Consensus was to personalize e-mails (individual names vs. "Dear Valued Customer"). Change: <ul style="list-style-type: none"> "Communication" to "Do our Salespeople respond in a timely manner?" "Availability" to "Are Salespeople available on a routine basis?" "Responsiveness to Quality Issues" to "How well do we respond to Quality and On-Time Delivery issues?" "Inventory Availability" to "How do you rate our typical in-stock inventory availability?" - Results were reviewed. - A determination was made that a value of ≥ 3.0, based on the on-line value assignment, would require further action. (OBS-01 B'ham: The organization should identify a measurable quality objective for Improvement relating to Customer Satisfaction Surveys.) - Sales will develop a "Top 100" e-mail list for survey distribution.
Internal Audit results	No Internal Audit results were completed since the last Management Review meeting (audits conducted, but results not available).
Process and Product performance against Quality Objectives	<ul style="list-style-type: none"> - The Daily Flash was reviewed. - Key Corporate goals are reviewed, variances analyzed, and corrective actions initiated, during monthly Management Meetings.
Supplier performance	PPMs and defect types per supplier were reviewed. No action was required at this time.
Corrective/Preventive Action status	<p>Corrective/Preventive Actions are reviewed during weekly management meetings. The following Preventive Actions were identified:</p> <ul style="list-style-type: none"> - Review Contract Review process - Establish Formal Safety Program <p>(See Recommendations for Improvement Commitment Sheet)</p>
Quality Policy	The Quality Policy was reviewed in full. No changes were recommended.
Follow-up from previous reviews	The previous meeting's minutes were reviewed. Customer Survey follow-up was discussed (see above).
Resource needs	The attendees did not identify any additional resource requirements.
Changes that effect the QMS	The group did not identify any required changes.
Recommendations for Improvement	<p>The "Recommendations for Improvement Commitment Sheet" was reviewed. The following additions were made:</p> <ul style="list-style-type: none"> - Establish Formal Safety Program - Review Contract Review process - CTL On-site Process Evaluation