

Management Review Minutes

Date: November 26, 2007 Location: Birmingham Corporate Office

Attendees: Pete Heinke, Brant Watts, Lou Sengebush, Dave Pratt, Randy Richards, Gary Bando, Butch Burkett, Darrell Jones, Craig Mathiason, Marion Pitts, Patrick Macias, Bill Turnock

Inputs	Outputs (Comments, Attachments, Action Items)
Customer Feedback and Satisfaction	An on-line customer survey has been initiated, with an initial solicitation to twenty customers. Going forward, the goal will be to send about five surveys per week. SCRRs and outside sales people should be cc'd when surveys are sent to their respective customers. Survey results will be reviewed at monthly management meetings. Craig Mathiason will be provided with survey access for review, as well as a list of the initial customers that were sent the survey.
Internal Audit results	The following were observations from the Oct 07 internal audits: Gadsden: Final Inspections in Plant 2 incomplete; boards with quality info not up-to-date (Quality and Operations will discuss a quality template for viewing on each site's monitor). Cleveland: In some cases, employees did not understand how their job impacted the quality policy. Sumter: Boards with quality information were not up-to-date. Birmingham (corporate): Management Review Minutes should be available at all sites.
Process and Product performance against Quality Objectives	The Daily Flash was reviewed. Change "Management reviews these objectives and communicates the importance of meeting customer requirements each fiscal quarter," to "Management <i>continuously</i> reviews these objectives and communicates the importance of meeting customer requirements."
Supplier performance	A mechanism is in place to measure mill claims per site and per mill, capturing weight, COPQ, and defect types. IT is working on capturing gross weight per mill so that supplier performance can be meaningfully evaluated.
Corrective/Preventive Action status	SalesForce is used for this purpose.
Quality Policy	The Quality Policy was reviewed in full. 1. Training still requires focus, and going forward will be reviewed in weekly staff, and monthly management, meetings. 2. Cases will be reviewed on a weekly basis, and COPQ will be reviewed on a monthly basis, to include both number of incidents and dollar amounts per location. 3. Change, "Top management review meetings are held at least quarterly..." to "Top management review meetings are held <i>periodically</i> ..." 4. The organizational chart requires substantial revision. Required changes were identified.
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	Issue was discussed. The group did not identify any required changes.

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Recommendations	Recommendations are outlined above.

Form 5.1-1 6/1/06