

## Management Review Minutes

Date: April 2, 2007 Location: Birmingham Corporate Office

Attendees: Pete Heinke, Bob Gross, Brant Watts, Craig Wyatt, Scott Bradley, Randy Richards, Gary Bando, Bill Turnock

Inputs	Outputs (Comments, Attachments, Action Items)
<b>Customer Feedback and Satisfaction</b>	<p>The CCAS Observation, recommending a customer survey be implemented by January 2007, was reviewed.</p> <p>The proposed Customer Satisfaction Survey was reviewed. It was decided that Quality, vs. Inside Sales, should administer survey. The survey will be electronically sent to the Customers, but verbal communication will be made by Quality. (see attached Customer Satisfaction Survey) Scott Bradley will give Bill Turnock a list of customers and points of contact, so that the survey can be deployed.</p> <p>It was proposed that another metric for customer satisfaction was customer retention.</p> <p>The customer survey will be implemented ASAP.</p>
<b>Internal Audit results</b>	No Internal Audits were conducted since the last Management Review.
<b>Process and Product performance against Quality Objectives</b>	<p>The attendees discussed Quality Objectives. Resulting direction was that all Quality Objectives should be tied to our Four Cornerstones. Identified Quality Objectives and associated cornerstones were:</p> <ul style="list-style-type: none"><li>• Dollars per Million – Quality</li><li>• On Time Delivery – Quality, On Time Delivery</li><li>• Training Matrix – Quality, On Time Delivery, Personal Service</li></ul>
<b>Supplier performance</b>	There is no metric for this category. The Mill Claims Team is developing an output that should provide data for measuring the mills' performance.
<b>Corrective/Preventive Action status</b>	There are no documented corrective or preventive actions. Salesforce is an excellent tool for managing both.
<b>Quality Policy</b>	The Quality Policy was reviewed in full. Consensus amongst attendees was that the policy required no changes.
<b>Follow-up from previous reviews</b>	The previous meeting's minutes were reviewed. There were no actions requiring follow-up from the previous meeting.
<b>Resource needs</b>	The attendees did not identify any additional resource requirements. Attendees were asked to identify any individuals in the organization, regardless of position or location, that may be viable candidates for the Internal Auditor function.
<b>Changes that effect the QMS</b>	Issue was discussed. The group did not identify any required changes.

<b>Recommendations</b>	<p>All CCAS audit results were reviewed. This form should be modified to accommodate this as a requirement.</p> <p>COPQ was reviewed. It was determined that material costs were the significant consideration for quantifying COPQ. Bob Gross and Bill Turnock will formulate method for determining COPQ.</p>
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Form 5.1-1 6/1/06