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The Company

Amerex Limited represents a force in mild steel strip mill products with Service Centres situated in Newcastle and Glasgow. 15,000 customers span every conceivable industrial activity from modular building, aircraft wings, car exhausts and ships' hulls and decks to nuclear power stations, oil rigs, washing machines, cutlery and even super-conducting magnets for body scanners.

Sales fall into the following broad sectors:

Industry Sector	% of sales
Construction, Building and Architecture	32
Electrical, Medical, Domestic and Industrial appliances/equipment	27
Process plant, Power generation and Mining	23
Transport, Aerospace and Defence	7
Retail Manufacturing	6
Automotive	5

In responding to such diverse needs, Amerex Limited has built with its customers a reputation for cost-effective, reliable service – providing Galvanised, Cold Reduced, Electro Zinc, Hot Rolled, Floor Plate, Weld Mesh and Plastisol in forms such as plate, sheet, strip and coil.

Through both organic growth and continual investment Amerex Limited have become a key supply partner in every main product line. Amerex Limited holds market share of 5% of strip mill products.

At any time Amerex Limited has a stock of 10,000 tonnes or more.

Amerex Limited has 2 Service Centres based in Newcastle and Glasgow which offer a reliable and on time delivery service anywhere in the UK. Both Service Centres hold stock to meet the immediate needs of customers in the local area.

Local stocks are backed up by bulk stocks held at various docks throughout the UK which allows us to offer a delivery service second to none.



The Company

Amerex Limited Address List:

Amerex Limited
Shelley Road
Newburn Industrial Estate
Newburn
Tyne & Wear
NE15 9RT

Amerex (Scotland)
Barclay Curle Works
739 South Street
Glasgow
G14 0BX





Quality Policy and Objectives

Vision

Mill producers and users increasingly need to be linked by a supply chain, which provides ready access to the markets and products on which each depends.

Mission

Be the first-choice link between mill producers and users of high value metals.

Aim

Our aim is to achieve excellence in the three areas:

- Quality – customer service
- Quality – products
- Quality – people

This will be achieved by building a quality service culture where measurable continuous improvement is a key element of working practice and where all employees believe in the importance of their personal contribution.

Objectives

Business objectives for both sites shall be agreed with the Service Centre manager of each operation at the annual forecast meeting.

By identifying the key process that affect customer service and business requirements, performance at both operations shall be continually monitored, measures and reviewed.

Site specific objectives shall be established and continually reviewed by each Service Centre Manager to help ensure that the main business objectives are achieved. Actions will be identified and implemented to ensure improvement and customer satisfaction.

S. Maxwell

Technical Director



Quality Management System

Scope

Our Quality Management System covers all areas of the business that can affect the quality of product and service provided to customers. This includes all aspects of purchasing, stockholding, sales, processing and distribution of mild steel strip mill products.

The company does not undertake any design activities or operate any processes that cannot be verified by subsequent monitoring or measurement.

Structure

This Quality Manual covers both UK Operations listed on page 3, with the content being available to all staff.

Procedures

- | | |
|-----------------------------------|-------------------------------------|
| 1. Document & Data Control | 5. Customer Complaint and Rejection |
| 2. Control of Records | 6. Corrective Action |
| 3. Internal Audit | 7. Preventive Action |
| 4. Nonconforming Material Receipt | |

Processes

1. Business Objectives and Communication

Each operation will identify the processes necessary to ensure that product quality is maintained and customer satisfaction is achieved. Flowcharts detailing these processes shall be produced and maintained at each location and made available to all staff through the IT system or printed documentation.

In addition, operations will also establish and maintain any documentation necessary to assist in staff training and satisfying the requirement of specific customers and approval bodies.

Adequate resources shall be made available at all locations to ensure that the Quality management system is effectively maintained.

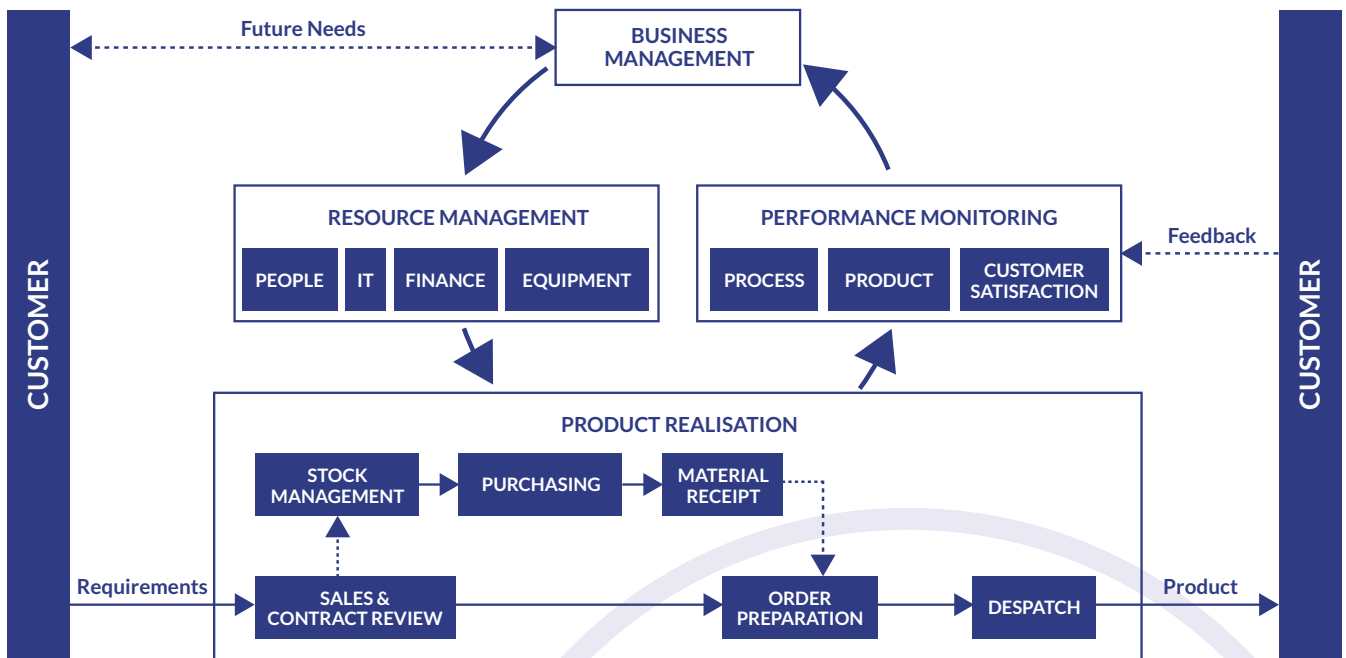
Process Map

To ensure the effectiveness of the Quality Management System and that continuous improvements are achieved, enhancing customer satisfaction, a process-based approach has been utilised to assist in the management of the business.

The process map on page 7 identifies the individual processes and demonstrates the interaction between them.



Process Map





Management Responsibility

Business Management

With an understanding of future customer's needs, process, product and customer satisfaction measurements shall be reviewed to assess the effectiveness of the Management System and identify actions needed to improve performance. Objectives shall be established with particular emphasis placed on processes that have a direct influence on the customer service, such as stock availability, on time delivery, complaints and overall customer satisfaction.

Resource Management

People

To provide a service in line with customers requirements, staff shall be adequately trained to achieve the necessary competence to ensure the effectiveness of each process.

Staff will understand the company's policy and objectives with regard to process performance, continuous improvement and the need to provide a level service to customers that will make as their number one choice of supplier.

IT

The company provides external IT support, to ensure that any problems are resolved promptly and to highlight repeat problems for rectification.

The IT system shall be subject to continual review ensuring development that will address both problem areas and future business requirements.

Product Realisation

Stock Management:

Stock shall be managed to ensure that stock levels are commensurate with the level of service required by customers whilst meeting the business requirements with regard to stock value, stock turn and aged stock.

Stock control systems shall ensure full traceability of all material supplied.



Management Responsibility

Product Realisation continued

Purchasing:

Suppliers shall be selected based on their ability to supply in accordance with all purchasing and customer requirements. Details shall be clearly communicated to ensure that product quality and delivery requirements are adequately defined, understood and supplied.

Relationships shall be established with key suppliers with the aim of improving the effectiveness and efficiency of purchasing processes.

Material Receipt

Incoming material shall be inspected/verified against purchase order requirements to ensure that any nonconforming product is identified, segregated and prevented from being supplied to customers.

Sales & Contract Review:

Customer's requirements shall be clearly identified, reviewed and agreed.

Appropriate details shall then be entered into computer system to fully communicate the requirements, ensuring that the customer receives exactly what has been ordered.

Order Preparation:

All orders shall be processed in accordance with the customer requirements identified when the order was entered into the computer system. Material meeting the requirements stated on the order will be appropriately packed to maintain product quality.

Any additional processing shall be carried out in accordance with the customer requirements prior to final packing.

Despatch:

Material shall be checked, prior to despatch to the customer, ensuring that all customer requirements have been fulfilled and the material has been suitably packed to prevent damage or deterioration in transit. Appropriate care will also be taken when loading and unloading vehicles to prevent damage.



Management Responsibility

Product Realisation continued

Process:

Key processes that affect customer service and the effective management of the business shall be monitored to enable action to be taken to improve process performance.

Processes shall also be reviewed to identify potential problems and appropriate action taken to prevent occurrence.

Product:

Material receipt problems, internal rejections and customer complaints shall be monitored to ensure quality produces are received, maintained and delivered to customers.

Where necessary, appropriate actions shall then be taken to improve product quality.

Customers Satisfaction:

Feedback shall be obtained from customers to help understand perception and to identify areas of customer service that need to be improved.

Findings are reviewed and the necessary actions taken

