

WHAT:

- Billets
- Rolls
- Finishing
- FG bundles

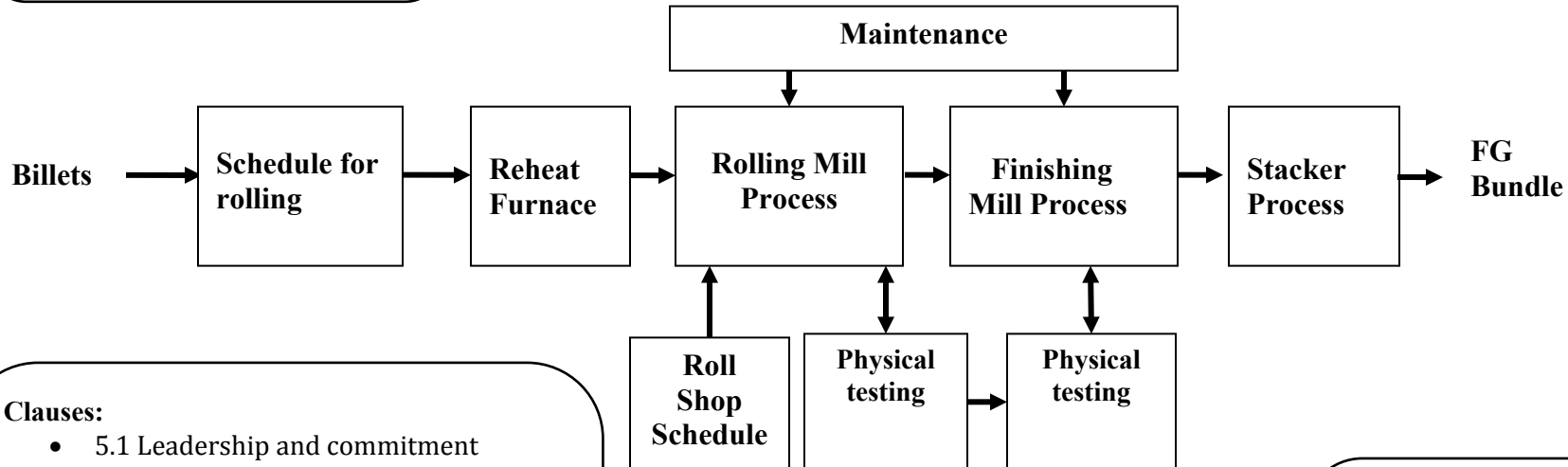
Process: Rolling Mill Process

Sub-Process: Production

Owner: Rolling Mill Manager

WHO:

- Dept. Supervisors
- Operators

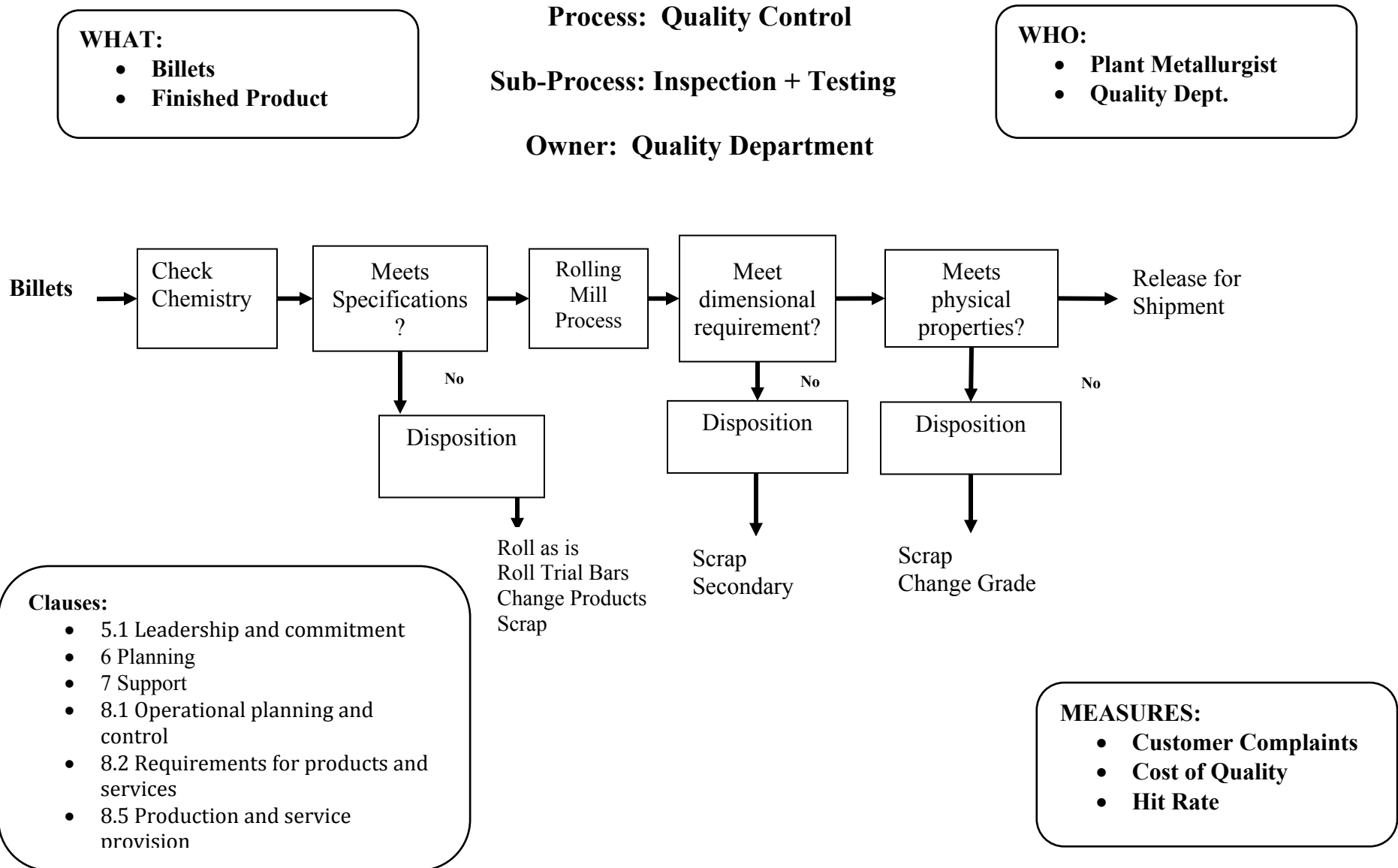


Clauses:

- 5.1 Leadership and commitment
- 6 Planning
- 7 Support
- 8.1 Operational planning and control
- 8.2 Requirements for products and services
- 8.5 Production and service provision
- 9.1 Monitoring, measurement, analysis and evaluation
- 10 Improvement

MEASURES:

- Safety
- Piece Count Error
- Cost
- Rebar and MBQ TPH
- Yield
- Gas Usage
- Downtime



WHAT:

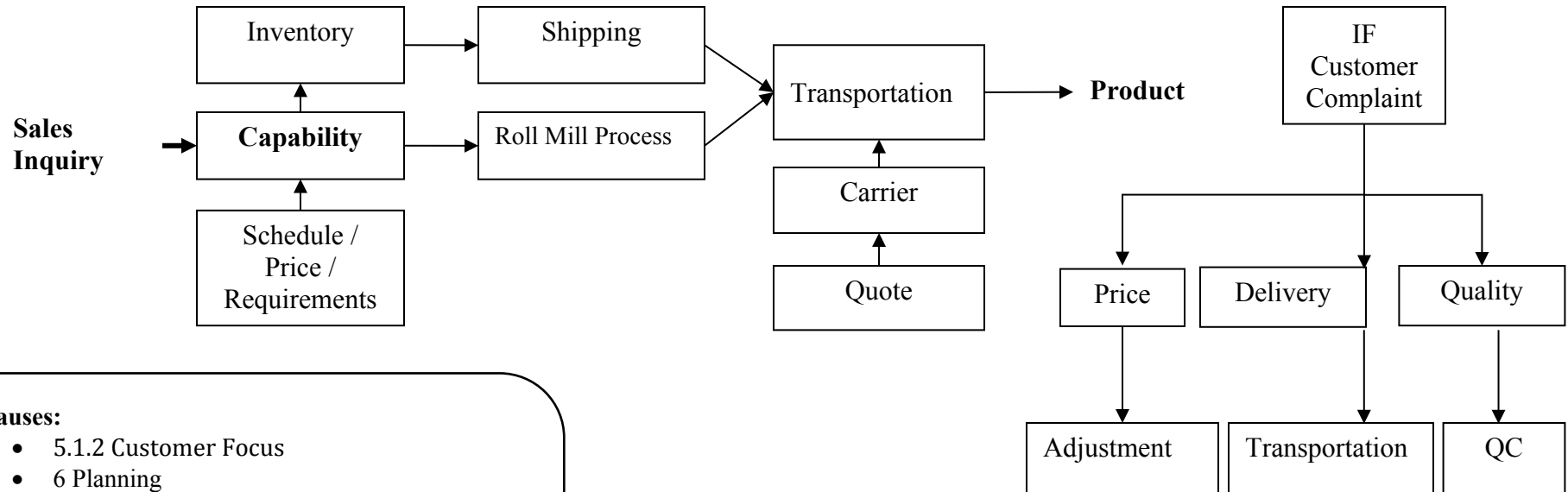
- Sales Inquiry
- Product – FG/Billets

**Process: Sales &
Transportation Process**

Owner: Sales Manager

WHO:

- Sales & Transportation Team



Clauses:

- 5.1.2 Customer Focus
- 6 Planning
- 7 Support
- 8.1 Operational planning and control
- 8.5 Production and service provision
- 9.1 Monitoring, measurement, analysis and evaluation
- 10 Improvement

Goals/Measurements
Customer Complaints
Jacobson/Gallup Survey
Days behind schedule
Pricing errors
On-time delivery

Process: Shipping

Sub-Process: Inventory Management

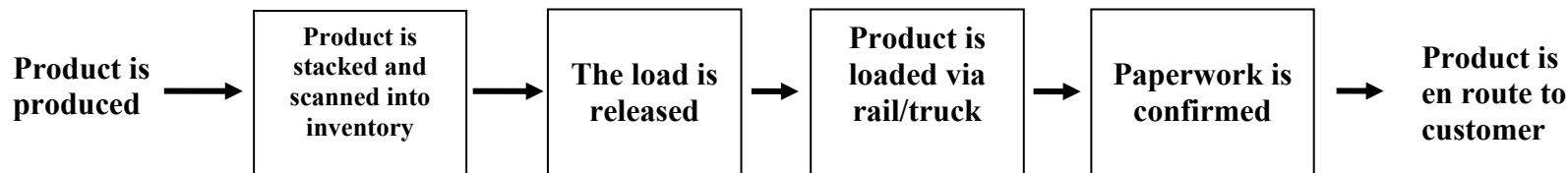
Owner: Rolling Mill Manager

WHAT:

- Billets
- FG bundles
- Warehousing

WHO:

- Dept. Supervisors
- Operators/Tenders
- Sales Dept.
- Transportation Dept.
- Yard Dept.



Clauses:

- 5.1.2 Customer Focus
- 6 Planning
- 7 Support
- 8.1 Operational planning and control
- 8.5 Production and service provision
- 9.1 Monitoring, measurement, analysis and evaluation
- 10 Improvement

MEASURES:

- Safety
- Customer Complaints
- Cost per ton shipped
- Truck load confirm times