

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------



# CHAPEL STEEL

DYNAMIC SOLUTIONS. DEPENDABLE SERVICE.

**QUALITY MANAGEMENT SYSTEM MANUAL REV 14**

**Approved By:**

**Matt Tocci  
Bryan Denner**

**President  
Senior Vice President**

**Approval Date: 2/13/2025**

This Quality Management System Manual was updated to reflect continual improvements to the QMS, a change in senior management, and an updated organizational chart. All manuals generated prior to the effective date of this manual are considered obsolete.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

**Table of Contents**

<b>Clause</b>	<b>Content Description</b>	<b>Page</b>
	<b>Table of contents</b>	<b>2-3</b>
	<b>Introduction</b>	<b>4-5</b>
<b>1</b>	<b>Scope</b>	<b>5</b>
<b>2</b>	<b>Normative references</b>	<b>5</b>
<b>3</b>	<b>Terms and definitions</b>	<b>5</b>
<b>4</b>	<b>Context of the organization</b>	<b>5</b>
4.1	<b>Understanding the organization and its context</b>	<b>5-6</b>
4.2	<b>Understanding requirements and expectations of interested parties</b>	<b>6</b>
4.3	<b>Determining the scope of the quality management system</b>	<b>6-7</b>
4.4	<b>Quality management system and its processes</b>	<b>7-8</b>
<b>5</b>	<b>Leadership</b>	<b>8</b>
5.1	<b>Leadership and commitment</b>	<b>8-9</b>
5.1.2	<b>Customer focus</b>	<b>9</b>
5.2	<b>Quality policy</b>	<b>10</b>
5.2.1	<b>Establishing the quality policy</b>	<b>10</b>
5.2.2	<b>Communicating the quality policy</b>	<b>10</b>
5.3	<b>Organizational roles, responsibilities and authorities</b>	<b>10-11</b>
5.3.1	<b>Organization chart</b>	<b>11</b>
<b>6</b>	<b>Planning</b>	<b>12</b>
6.1	<b>Actions to address risks and opportunities</b>	<b>12</b>
6.2	<b>Quality objectives and planning to achieve them</b>	<b>12-13</b>
6.3	<b>Planning of changes</b>	<b>13</b>
<b>7</b>	<b>Support</b>	<b>13</b>
7.1	<b>Resources</b>	<b>13</b>
7.1.2	<b>People</b>	<b>13</b>
7.1.3	<b>Infrastructure</b>	<b>14</b>
7.1.4	<b>Environment for the operation of processes</b>	<b>14</b>
7.1.5	<b>Monitoring and measurement resources</b>	<b>14</b>
7.1.5.2	<b>Measurement traceability</b>	<b>14</b>
7.1.6	<b>Organizational knowledge</b>	<b>15</b>
7.2	<b>Competence</b>	<b>15</b>
7.3	<b>Awareness</b>	<b>15</b>

# Chapel Steel

A Reliance, Inc. Company

Document: **A-100-2015-001**

Page 3 of 25

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

Clause	Content Description	Page
7.4	<b>Communication</b>	<b>15</b>
7.5	<b>Documented information</b>	<b>15-16</b>
7.5.2	<b>Creating and updating</b>	<b>16</b>
7.5.3	<b>Control of documented information</b>	<b>16</b>
<b>8</b>	<b>Operation</b>	<b>16</b>
8.1	<b>Operational planning and control</b>	<b>16-17</b>
8.2	<b>Requirements for products and services</b>	<b>17</b>
8.2.1	<b>Customer communication</b>	<b>17</b>
8.2.2	<b>Determination of requirements related to products and services</b>	<b>17</b>
8.2.3	<b>Review of requirements related to products and services</b>	<b>17-18</b>
8.2.4	<b>Changes to requirements for products</b>	<b>18</b>
8.4/8.4.1	<b>Control of externally provided processes, products and services</b>	<b>18</b>
8.4.2	<b>Type and extent of control</b>	<b>18-19</b>
8.4.3	<b>Information for external providers</b>	<b>19</b>
8.5	<b>Production and service provision</b>	<b>19</b>
8.5.1	<b>Control of production and service provision</b>	<b>19</b>
8.5.2	<b>Identification and traceability</b>	<b>19-20</b>
8.5.3	<b>Property belonging to customers or external partners</b>	<b>20</b>
8.5.4	<b>Preservation</b>	<b>20</b>
8.5.5	<b>Post-delivery activities</b>	<b>20</b>
8.5.6	<b>Control of changes</b>	<b>21</b>
8.6	<b>Release of products and services</b>	<b>21</b>
8.7	<b>Control of nonconforming outputs (8.7.1 - 8.7.2)</b>	<b>21-22</b>
<b>9</b>	<b>Performance evaluation</b>	<b>22</b>
9.1	<b>Monitoring, measurement, analysis and evaluation</b>	<b>22</b>
9.1.2	<b>Customer satisfaction</b>	<b>22</b>
9.1.3	<b>Analysis and evaluation</b>	<b>22</b>
9.2/9.2.1	<b>Internal audit</b>	<b>22-23</b>
9.3/9.3.1	<b>Management review</b>	<b>23</b>
9.3.2	<b>Management review inputs</b>	<b>23</b>
9.3.3	<b>Management review outputs</b>	<b>23</b>
<b>10/10.1</b>	<b>Improvement</b>	<b>24</b>
10.2	<b>Nonconformity and corrective action</b>	<b>24</b>
10.3	<b>Continual Improvement</b>	<b>24</b>
<b>11</b>	<b>Quality System manual Revision Index</b>	<b>25</b>
	<b>ISO 9001:2015 Certification Mark</b>	<b>25</b>

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

## **Chapel Steel Quality Management System Manual**

### **Introduction**

Chapel Steel ([www.chapelsteel.com](http://www.chapelsteel.com)), founded in 1972, is headquartered in Lower Gwynedd, PA. We have been part of the Reliance, Inc. family of companies since 2005. Chapel Steel continues to develop and implement an effective Quality Management Systems (QMS) which is certified to ISO 9001:2015 since 4/12/17 (TQCSI Registration No: US023-QCQ). We consider our quality practices to be a strategic asset and a competitive differentiator.

Our ISO 9001:2015 registration covers the distribution and precision processing of carbon and alloy steel plates, including high-definition plasma and oxy-fuel thermal cutting, precision drilling, plasma beveling and marking, custom press brake forming, and shot blasting.

#### **Products/Services: Products:**

Structural, Carbon & HSLA Steel Plate

Structural Alloy, Quenched & Tempered, High Strength & Abrasion Resistant Steel Plate  
Marine &

Offshore Steel Plate

PVQ Steel Plate

Armor & Ballistic Steel Plate

#### **Services:**

Combination Drilling & Cutting Machine Plasma & Oxy-Fuel Cutting

Plasma Etching & Beveling Press Break (60')

Shot Blasting

Just-In-Time Delivery Programs

#### **Technologies Used:** Steel processing equipment

Chapel Steel has several distribution facilities located strategically throughout the United States, Canada, and Mexico. This allows us to provide our customers with the fastest lead times in the industry. We place a high emphasis on the quality of our product as well as the satisfaction of our customers. With a customer satisfaction rating of 99% you can rely on Chapel Steel to deliver a high quality product that will meet your specifications.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

The requirements established in ISO 9001:2015 represent not the ultimate goal, but the foundation upon which our QMS is built. We nurture and grow relationships with our customers and vendors and create an environment of trust and cooperation.

All employees recognize that through continual improvement, and the responsible fulfillment of their tasks, they play an important role in the achievement of our goals. We are committed to the health and safety, the ongoing development, training, and support, of all employees.

## **1 Scope**

**Chapel Steel distributes and performs precision processing of carbon and alloy steel plate.**

This Quality Manual specifies requirements for the QMS of Chapel Steel to:

- Demonstrate our ability to consistently provide products and services that meet customer, and applicable statutory and regulatory requirements.
- Enhance customer satisfaction through the effective implementation of the system, including processes for continual improvement and the assurance of conformity to customer requirements.
  - Chapel Steel does not conduct any activities associated with Sub-clause 8.3, Design and development of products and services.

## **2 Normative references**

The following documents, in part or whole, are normatively referenced or used in the preparation of this document and are indispensable for its application. For dated references, only the edition cited shall apply.

- ISO 9001:2015, Quality Management Systems - *Requirements*
- ISO 9001:2015, Quality Management Systems - *Fundamentals and vocabulary*

## **3 Terms and definitions**

For the purposes of this document, the terms and definitions given in ISO 9000:2015 apply.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

## **4 Context of the organization**

### ***4.1 Understanding Chapel Steel and its context***

Chapel Steel management determines relevant external and internal issues that may become relevant to our purpose and strategic direction and may affect our ability to achieve the intended results of the QMS.

Examples of external and internal issues relevant to our context can include, but are not limited to:

#### **4.1.1 External issues related to:**

- Economic factors (such as inflation forecast and credit availability).
- Social factors (such as safety perception and education levels).
- Political factors (such as local infrastructure and international trade agreements).
- Technical factors (such as materials and equipment).
- Market factors (such as competition and supply chain relationships).
- Statutory and regulatory factors which affect the work environment (such as regulations related to the steel industry).

#### **4.1.2 Internal issues related to:**

- Overall performance of the organization.
- Resource factors (such as infrastructure and organizational knowledge).
- Human aspects (such as competence of employees and culture).
- Operational aspects (such as production capabilities, performance of the quality management system, and monitoring customer satisfaction).
- Factors in the management of Chapel Steel (such as rules and procedures for decision making).

### ***4.2 Understanding the needs and expectations of interested parties***

Due to the effect, or potential effect, on our organizations ability to consistently provide products and services that meet our customer and applicable statutory and regulatory requirements, Chapel Steel has determined:

- The interested parties relevant to the QMS;
- The requirements of these interested parties that are relevant to the QMS.

We monitor and review information about these interested parties and their relevant requirements.

### ***4.3 Determining the scope of the quality management system***

Chapel Steel has determined the boundaries and applicability of the QMS to establish our scope. We are committed to applying all applicable requirements of the ISO 9001:2015 standard to the intent and scope of our QMS.

This document contains proprietary information and is not to be distributed to or copied for a third party without the express written permission of Chapel Steel. This document is UNCONTROLLED in printed form.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

When determining this scope, Chapel Steel considered:

- The external and internal issues referred to in 4.1.
- The requirements of relevant interested parties referred to in 4.2.
- The products and services of our company.

The Scope of our QMS is available to internal and external parties and maintained. The scope states the types of products and services covered and provide justification for any requirement of ISO 9001:2015 that Chapel Steel has determined is not applicable to the scope of our QMS.

#### ***4.4 Quality management system and its processes***

- 4.4.1 Chapel Steel has established, implemented, maintains and continually improves our QMS to ensure that products and services conform to specified requirements. Documents and data may be in hard copy or electronic media form. The QMS is maintained in the following:

##### **Level A Quality Management System Manual:**

The Quality Manual describes our approach to the requirements of ISO 9001:2015 and provides the scope of the QMS.

##### **Level B & C Quality System Procedures (QSP):**

Procedures, instructions, and records that describe requirements for our processes with the intent to specify:

- Who does what,
- When,
- Where, and
- How the process or action/task is performed.

This documentation is used to verify that all required quality related activities have been executed as required.

##### **Quality System Forms (QSF):**

These forms provide objective evidence that the required product or service quality and customer requirements were achieved, and that our QMS has been implemented as stated.

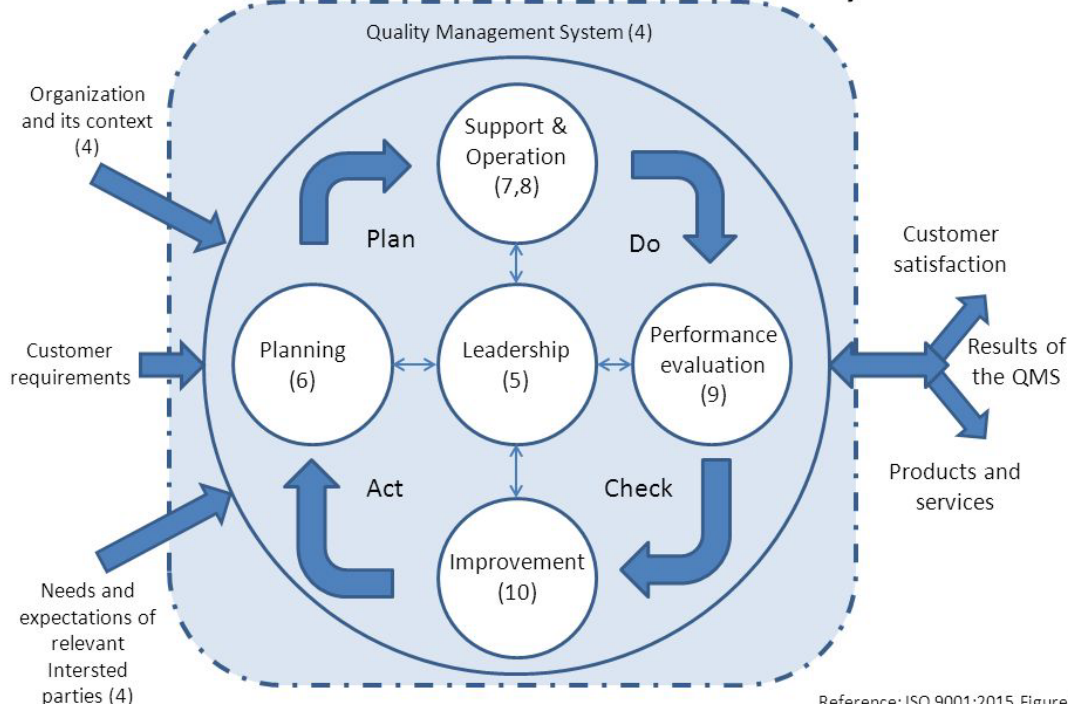
QSF refers to tags, labels, stickers, preprinted sheets, stamps, and other means to identify the status of materials, products, equipment, gauges, and other devices used by the company to achieve the specified requirements.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

4.4.2 To the extent necessary we:

- Maintain documented information to support the operation of our processes.
- Retain documented information to have confidence that our processes are being carried out as planned.

## Representation of the structure of ISO 9001:2015 Standard in the PDCA cycle



NOTE: Numbers in brackets refer to the clauses of the International Standard.

## 5 Leadership

### 5.1 *Leadership and commitment*

#### Mission

*Our Mission is to be the preferred Steel Service Center in the industry that delivers on its commitments, every time.*

*We are committed to deliver products that meet the unique needs and expectations of each customer.*



Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

### Vision and Values

**World-Class Safety** – To maintain a safe workplace and where our actions reflect a relentless dedication to making it a reality.

**Customer Driven** – To always going the extra mile. We find new ways, which are linked to real customer needs and business priorities.

**High Performance Organization** – To building an organization for the long-term with great people and culture that supports goal orientated results and performs consistently over time.

#### 5.1.1 General

Top management demonstrates leadership and commitment with respect to the QMS by:

- Taking accountability for the effectiveness of the QMS.
- Ensuring that the quality policy and quality objectives are established for the QMS and are compatible with our context and strategic direction.
- Promoting the use of the process approach, coupled with the Plan-Do-Check-Act (PDCA) cycle, and risk-based thinking.
- Ensuring that the resources needed for the QMS are available.
- Communicating the importance of effective quality management and of conforming to the QMS requirements.
- Ensuring the QMS achieves its intended results.
- Promoting continual improvement.
- Management has established a policy authorizing personnel to stop work to remedy nonconforming product or nonconforming work.
- Supporting other relevant management roles to demonstrate their leadership as it applies to their areas of responsibility.

#### 5.1.2 Customer focus

Top management demonstrates leadership and commitment with respect to customer focus by ensuring that:

- Customer and applicable statutory and regulatory requirements are clearly defined, understood and achieved at all levels of the organization.
- The risks and opportunities that can affect the conformity of our products and services are determined and addressed.
- The focus on enhancing customer satisfaction is maintained.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

## 5.2 *Policy*

### 5.2.1 Establishing the quality policy

Top management has established a quality policy that is appropriate to the purpose and context of Chapel Steel and supports its strategic direction. It provides the framework for setting quality objectives, satisfying applicable requirements, and supports our commitment for continual improvement of the QMS.

### 5.2.2 Communicating the quality policy

- The quality policy is available and is maintained as documented information.
- The quality policy is communicated, understood and applied within Chapel Steel.
- The quality policy is available to relevant interested parties, as appropriate.

## Our Quality Policy and commitment for excellence:

- Professionally providing steel products and services that fully satisfy the requirements of our customers.
- Continually improving the effectiveness of our Quality Management System.
- Ensuring all our employees are engaged and trained in our quality documentation so that they can implement the policies and procedures in their work.
- Meeting identified quality objectives and results.
- Compliance with relevant laws and regulations as well as internal requirements.

## 5.3 *Organizational roles, responsibilities and authorities*

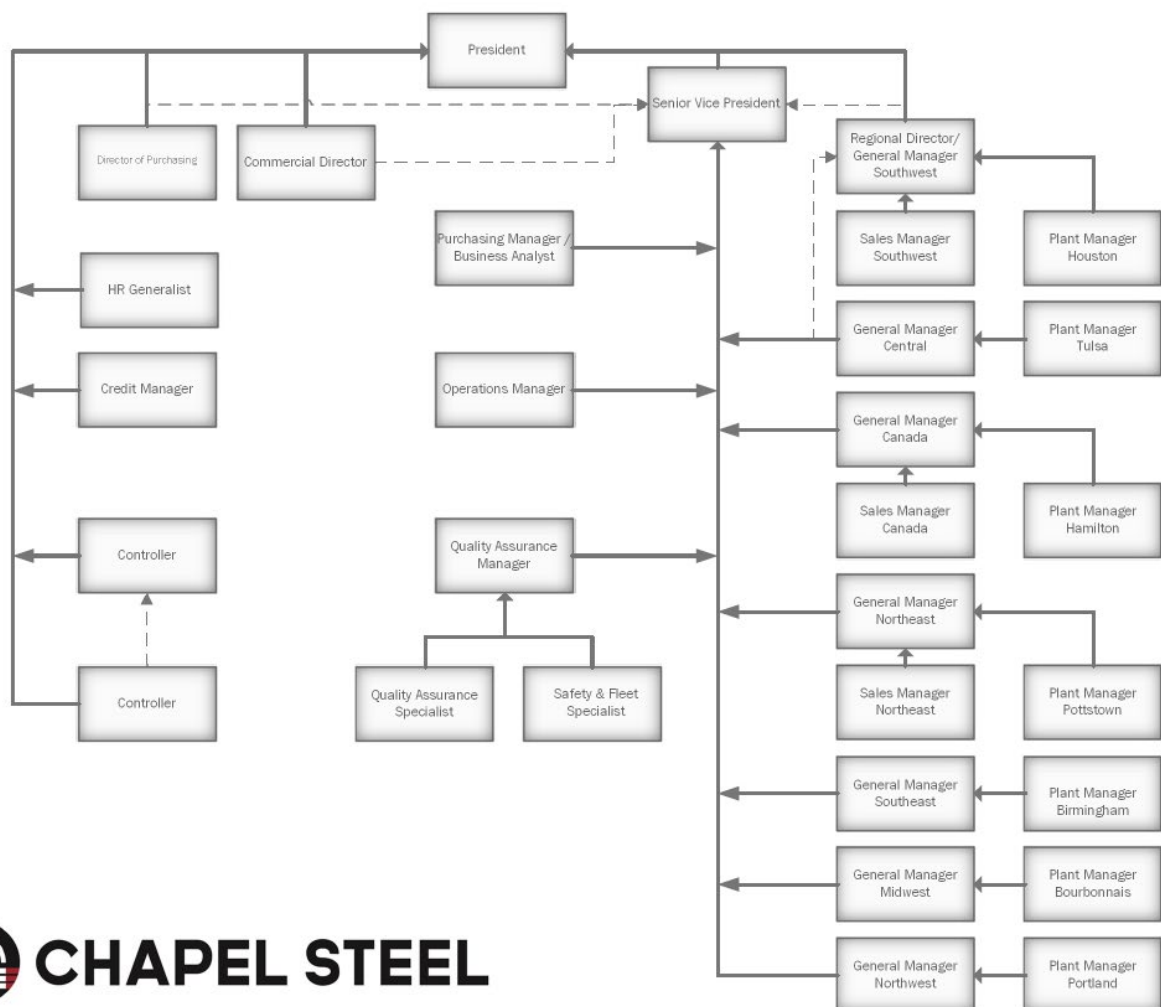
Top management ensures that the responsibilities and authorities for relevant roles are assigned, communicated and understood within Chapel Steel. The Quality Assurance Manager has been appointed by the President to oversee and manage the overall effectiveness and compliance of the QMS. The Quality Assurance Manager has the following responsibility and authority to:

- Ensure QMS conforms to the requirements of international standard ISO 9001:2015.
- Ensure interaction of processes and their ability to achieve planned results.
- Report to top management on the results achieved by the QMS, opportunities for improvements (see 10.1) and the need of changes or innovations.
- Maintain QMS integrity when planning and implementing changes.
- Promote awareness of customer focus throughout the organization.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

- Act as a liaison with external parties, including our customers, vendors, and auditors, on matters relating to the QMS.
- Resolve all matters pertaining to quality issues.

5.3.1 The Organization Chart has been established to provide the interrelation and reporting structure of personnel within the organization:



Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

## **6 Planning**

### **6.1 *Actions to address risks and opportunities***

- 6.1.1 Chapel Steel determines its risks and opportunities and plans actions to address them. This is done to prevent nonconformities, including nonconforming outputs, and to determine opportunities that might enhance customer satisfaction or achieve our quality objectives.

When determining the risks and opportunities for the QMS, we consider the external and internal issues:

- Examples of the risks that the quality management system will not achieve its objectives include the failure of processes, products and services to meet their requirements, or not achieving customer satisfaction.
- Examples of opportunities include the potential to identify new customers, to determine the need for new products or services and to bring them to market, or to determine the need for revising or replacing a process by the introduction of new technology for it to become more efficient.

6.1.2 Chapel Steel plans:

- Actions to address these risks and opportunities.
- How to:
  - Integrate and implement the actions into the QMS process (see 4.4).
  - Evaluate the effectiveness of these actions (including, but not limited to, customer satisfaction, executive review, audits, and employee input).

### **6.2 *Quality objectives and planning to achieve them***

- 6.2.1 Quality Performance Objectives are measurable targets for improving operational performance to ensure process conformity and customer satisfaction. Performance objectives and goals are established by top management.

Quality objectives are strategic, apply to the entire company, and are:

- Consistent with the quality policy.
- Measurable.
- Consider applicable requirements.
- Relevant to conformity of products, services and to enhancement of customer satisfaction.
- Monitored.
- Communicated.
- Updated as appropriate.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

6.2.2 When planning how to achieve our quality objectives we determine:

- What will be done.
- What resources will be required.
- Who will be responsible.
- When it will be completed.
- How the results will be evaluated.

### 6.3 *Planning of changes*

Chapel Steel determines the need for changes to the QMS and ensures the changes are carried out in a planned manner (see 4.4):

- The purpose of the changes and their potential consequences.
- The integrity of QMS.
- The availability of resources.
- The allocation or reallocation of responsibilities and authorities.

## 7 **Support**

### 7.1 **Resources**

#### 7.1.1 General

Chapel Steel determines and provides the resources needed for the establishment, implementation, maintenance and continual improvement of our QMS. Our committed resources include competent employees, state of the art industry equipment, a well maintained work environment, and financial resources. The process for determining and communicating resource requirements is an integral part of our executive review process. Our infrastructure resource considerations include:

- Capabilities and constraints on existing internal and external resources.
- Requirements and expectations provided by our external vendors.

#### 7.1.2 People

Chapel Steel identifies personnel training needs, provides the required training, and evaluates the effectiveness of the training provided. Personnel assigned to perform specific tasks, operations, and processes are qualified based on appropriate education, experience and/or training. Employees are made aware of the relevance and importance of their activities and how they contribute to the achievement of quality objectives. Records of personnel qualifications and training are maintained.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

#### 7.1.3 Infrastructure

Chapel Steel has determined and provides the resources necessary for the establishment, implementation, maintenance and continual improvement of the QMS. Our infrastructure resource considerations include:

- Buildings, workspace and associated utilities.
- Equipment, including hardware and software.
- Transportation resources.
- Information and technology.

As new infrastructure requirements are determined to be necessary, they are documented in quality plans and other documents as required.

#### 7.1.4 Environment for the operation of processes

Management identifies and manages the human and physical factors of the work environment considered to be important to control processes and to achieve conforming of products and services. Evaluations include:

- Assessment of product requirements to identify where human and/or physical factors will affect product quality.
- Assessment of the current working environment conditions to determine if the work environment is suitable to achieve conforming product.
- Implementation of work environment improvements needed to achieve a conforming product.

#### 7.1.5 Monitoring and measuring resources

##### 7.1.5.1 General

Chapel Steel determines and provides the resources needed to ensure valid and reliable results when monitoring or measurement is used to verify the conformity of our products and services. The structure of internal resources includes, but is not limited to:

- Monitoring and measuring equipment.
- Documented procedures and forms.
- Competent and qualified personnel.

##### 7.1.5.2 Measurement traceability

Our measuring equipment is:

- Calibrated and verified at specific intervals.
- Identified to determine status.
- Safeguarded from adjustments, damage or deterioration

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

#### 7.1.6 Organizational knowledge

Chapel Steel considers the specific knowledge necessary for operation and considers this as an important resource to ensure our people and processes are consistent and will achieve conformity of the product and services provided by the company. Specific organizational knowledge is defined, maintained and available to the extent necessary within appropriate procedures.

### 7.2 *Competence*

Chapel Steel determines, to the extent necessary, the elements of competence for people performing work that may affect the effectiveness of the QMS:

- Ensure employees are competent based on their education, training and experience.
- Job descriptions, including specific competency provisions, are documented.
- Measure job performance for each employee on an annual basis.
- Provide job and career training programs to the extent necessary.
- Take actions, when necessary, to assist employees that exhibit less than desirable results.

### 7.3 *Awareness*

Chapel Steel determines, to the extent necessary, persons performing work are:

- Aware of the quality policy.
- Aware of relevant quality objectives.
- Aware of their contribution to the QMS effectiveness, including improved performance.
- Implications of noncompliance to our QMS requirements.

### 7.4 *Communication*

Chapel Steel management determines internal and external communication relevant to the QMS, including the subject of the communication, when communication occurs, participant and ways of effective communication.

### 7.5 *Documented information*

#### 7.5.1 General

Chapel Steel has established, documented and implemented our QMS in accordance with the requirements of ISO 9001:2015. The QMS documented information is maintained and continually improved using the quality policy, quality objectives, audit results, analysis of data, corrective and preventive action and executive review.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

Chapel Steel utilizes Quality System Procedures (QSP) to provide our employees and suppliers with detailed “How To” instructions and requirements. The documents support the achievement of quality compliance for each of the process steps. We retain Quality System Forms (QSF) which provides documented information substantiating the process inputs and outputs have been accomplished as planned.

### 7.5.2 Creating and Updating

When creating and updating documented information Chapel Steel ensures appropriate:

- Identification and description (revision date, approval etc.).
- Format and media (electronic, paper hard copy etc.).
- Review and approval for suitability and adequacy.

### 7.5.3 Control of Documented Information

7.5.3.1 Documented information required to support the effectiveness of our QMS is controlled to ensure:

- It is available and suitable for use, where and when it is needed.
- It is adequately protected from loss of confidentiality, improper use, or loss of integrity.

7.5.3.2 For the control of documented information, we address the following activities, as applicable:

- Distribution, access, retrieval and use.
- Storage and legibility.
- Revisions (version control).
- Retention and disposition.

## 8 Operation

### 8.1 *Operational planning and control*

Chapel Steel plans, implements and controls the processes (see 4.4) needed to meet the requirements for our products and services, and to implement the actions determined in Planning (see 6) by:

- Determining the requirements for the products and services.
- Establishing criteria for the processes and the acceptance of our products and services.
- Determining the resources needed to achieve conformity to the product and service requirements.
- Implementing control of our processes and retain documented information, to the extent necessary:
  - To have confidence that the processes have been carried out as planned.



Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

- To demonstrate the conformity of products and services to their requirements.

We ensure that outsourced processes are controlled (see 8.4).

## **8.2 Requirements for products and services**

### **8.2.1 Customer Communication**

Chapel Steel has implemented an effective system for communicating with customers.

The system includes, but is not limited to:

- Information relating to our products and services.
- Inquiries, contracts and order handling, including changes.
- Customer feedback, including customer complaints.
- Handling or controlling customer property.
- Specific requirements for contingency actions, when relevant.

### **8.2.2 Determining the requirements for products and services**

The requirements for our products and services are clearly defined and include, but not limited to:

- Applicable statutory and regulatory requirements.
- Requirements considered necessary by Chapel Steel.
- Meet the claims products and services provided.

### **8.2.3 Review of the requirements for products and services**

8.2.3.1 Chapel Steel ensures we can meet the requirements for products and services offered to our customers. Management conducts a contract/product review prior to committing to supply products and services to a customer. The review process includes:

- Requirements specified by the customer, including the requirements for delivery and any requirements after delivery.
- Requirements not stated by the customer, but necessary for the intended use, when known.
- Requirements specified by Chapel Steel.
- Statutory and regulatory requirements applicable to our products and services.
- Contract or order requirements differing from those previously expressed.

We ensure contracts, purchase orders or other requirements differing from those previously defined are resolved.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

8.2.3.2 We retain applicable documented information, as applicable, of the results of the review and on any new requirements for our products and services.

#### 8.2.4 Changes to requirements for products

Chapel Steel ensures that relevant documented information is amended, and that relevant people are made aware of the changed requirements, when the requirements for products and services are changed.

### 8.3 *Design and development of products and services*

Chapel Steel does not perform design activities. The fulfillments to the requirements of this Clause are not applicable to our QMS. If Chapel Steel will include design and development processes in the future, we will implement design and development processes.

### 8.4 *Control of externally provided processes, products and services*

#### 8.4.1 General

Chapel Steel ensures that externally provided processes, products and services conform to requirements.

We determine the controls to be applied when:

- Products and services from external providers are intended for incorporation into our own products and services.
- Products and services are provided directly to our customers by external providers on our behalf.
- A process, or part of a process, is provided by an external provider because of an internal decision.

We determine and apply criteria for the evaluation, selection, monitoring of performance, and re-evaluation of external providers, based on their ability to provide processes or products and services in accordance with requirements. We retain documented information of these activities and any necessary actions arising from the evaluations.

#### 8.4.2 Type and extent of control

Chapel Steel ensures that externally provided processes, products and services do not adversely affect our ability to consistently deliver conforming products and services to our customers. Vendors demonstrating inadequate performance are required to implement corrective actions.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

**Chapel Steel:**

- Ensures that externally provided processes remain within the control of our QMS.
- Defines both the controls that we intend to apply to an external provider and those we intend to apply to the resulting output.

**8.4.3 Information for external providers**

Chapel Steel uses purchase orders to define the product or services to be purchased. Purchase Orders are created in our Invox System (ERP), by designated individuals within the company. Purchasing documents are reviewed for adequacy and approved by purchasing personnel prior to release. Purchasing documents clearly describe the product or service to be provided.

**8.5 *Production and service provision*****8.5.1 Control of production and service provision**

We implement production and service provision under controlled conditions. Controlled conditions include, as applicable:

- The availability of information that define characteristics and results to be achieved.
- The appointment of competent and effectively trained personnel.
- The availability and use of suitable monitoring and measuring devices and resources.
- Evidence that all manufacturing and inspection operations have been completed as planned.

Manufacturing procedures, job travelers, inspection plans, and other documents deemed necessary, define the acceptance for manufacturing and service operations.

Records for each sales order of product produced provide unique traceability and identify the quantity manufactured and released for delivery. These records are maintained as required by customer contract requirements.

**8.5.2 Identification and Traceability**

Chapel Steel identifies plates and cut parts by suitable means throughout production.

- Identification is maintained throughout the processes including delivery and post-delivery.

We identify the status of plates and cut parts with respect to monitoring and measurement requirements throughout production and service provision.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

We control the unique identification of our outputs (Heat/Slab number) when traceability is a requirement and retain documented information (Mill Test Reports) necessary to enable traceability.

#### 8.5.3 Property belonging to customers and external providers

Chapel Steel exercises care with property belonging to customers or external providers while it is under our control or being used. Procedures are established for the control, storage, maintenance and accounting of customer furnished materials. This is for the performance of work under a specific contract.

Once customers or external provider's property is received, it is controlled in the same manner as other material controlled at Chapel Steel, unless specified differently by the customer.

When the property of a customer or external provider is lost, damaged or otherwise found to be unsuitable for use, we report this to the customer or external provider and retain documented information on what has occurred.

#### 8.5.4 Preservation

Chapel Steel preserves the conformity of plates and parts during internal processing and delivery to the intended destination including outside services. Procedures include instructions for identification, handling, packaging, storage and protection. Preservation of outputs also includes, where applicable:

- Cleaning.
- Prevention, detection and removal of foreign objects.
- Special handling for sensitive outputs.
- Marking and labeling.

The shipping department ensures that documents required by the contract/order to accompany the product are present at delivery and are protected against loss and deterioration.

#### 8.5.5 Post-Delivery Activities

Post-delivery activities are not a common occurrence for Chapel Steel. Requirements for post-delivery activities associated with our products are addressed on an individual order or contract basis. The extent of post-delivery activities includes consideration our customer's requirements and received feedback.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

#### 8.5.6 Control of Changes

Chapel Steel reviews and control changes for production, to the extent necessary, to ensure continuing conformity with requirements.

We retain documented information describing the results of the review of changes, the person authorizing the change, and any necessary actions arising from the review.

#### 8.6 *Release of Products and Services*

Chapel Steel monitors and measures the characteristics of the steel in receiving inspection, in-process inspection, and final inspection to verify that requirements have been met. Documented procedures have been established for product inspection.

Documented Records and information of inspection include:

- Evidence of conformity with the acceptance criteria.
- Traceability to the person authorizing the release.

#### 8.7 *Control of nonconforming outputs*

8.7.1 Chapel Steel ensures that products or services that do not conform to established requirements are identified and controlled to prevent their unintended use or delivery.

We deal with nonconformities in one or more of the following ways:

- Correction.
- Segregation, containment, return or suspension of provision of products and services.
- Informing the customer.
- Obtaining authorization for acceptance under concession.

Conformity to the requirements is verified when nonconforming outputs are corrected.

8.7.2 Records of nonconformities are maintained as required and include:

- Description of nonconformity.
- Description of actions taken.
- Description of concessions obtained.
- Identification of the authority deciding the action in respect of the nonconformity.

When nonconforming product is corrected, it is re-inspected to the original specifications and requirements to ensure it conforms to the customers stated

Version – Date	Prepared	Approved	Department	Project / Concept
14- 2/13/25	Rich Rothenberg Joe McGowan	Matt Tocci Bryan Denner	100	NA/PP

requirements. When a nonconforming product is detected after delivery, Chapel Steel acts appropriate to the effects or potential effects of the nonconformity.

## **9 Performance Evaluation**

### **9.1 *Monitoring, Measurement and Evaluation***

#### **9.1.1 General**

Chapel Steel determines:

- What needs to be monitored and measured.
- The methods for monitoring, measurement, analysis and evaluation needed to ensure valid results.
- When the monitoring and measuring is performed.
- When the results from monitoring and measurement are analyzed and evaluated.

#### **9.1.2 Customer Satisfaction**

Chapel Steel monitors information relating to customer perception of our continual ability to fulfill their requirements. Maintaining customer satisfaction is one of the principal objectives of the QMS. Collecting and analyzing customer feedback and complaints, and customer satisfaction is conducted during executive review. Customer satisfaction data is used by management to identify opportunities for improvement.

#### **9.1.3 Analysis and Evaluation**

Chapel Steel performs necessary analyses and evaluates appropriate data and information initiated from monitoring and measurement. This is used to evaluate conformity of products and services, customer satisfaction, the performance and effectiveness of the QMS, the performance of external providers, and the need for improvement of the QMS.

### **9.2 *Internal Audit***

Chapel Steel conducts internal audits at planned intervals to provide information on whether the QMS conforms to our own requirements and the requirements of ISO 9001:2015. Internal audits are also used to determine if the QMS is effectively implemented and maintained.

#### **9.2.1 Chapel Steel:**

- Defines the audit responsibilities for each audit.
- Assures auditor independence.
- Communication of audit results to management.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

- Takes appropriate correction and corrective actions in a timely manner.
- Retains documented information as evidence of the implementation of the audit program and the audit results.

### 9.3 *Management Review*

Chapel Steel Management Review process is planned and includes the following considerations:

#### 9.3.1 General

Top management reviews the QMS, at planned intervals, to ensure its continuing suitability, adequacy, effectiveness and alignment with our strategic direction.

#### 9.3.2 Management Review Inputs:

Assessment of the QMS takes into consideration:

- The status of actions from previous management reviews.
- Change in external and internal issues that are relevant to the QMS.
- Information on the performance and effectiveness of the QMS, including trends in:
  - Customer satisfaction and feedback from relevant interested parties.
  - The extent to which quality objectives have been met.
  - Process performance and conformity of products.
  - Nonconformances and corrective actions.
  - Monitoring and measurement results.
  - Audit results.
  - The performance of external providers.

In addition, management review inputs shall include the adequacy of resources; the effectiveness of actions taken to address risks and opportunities (see 6.1); and opportunities for improvement.

#### 9.3.3 Management Review Outputs:

The outputs of the management review include decisions and actions related to:

- Opportunities for improvement.
- Any changes needed to the QMS.
- Resources needed.

We retain documented information as evidence of results of management reviews.

Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

## **10 Improvement**

### **10.1 *General***

Chapel Steel determines and selects opportunities for improvement and implements necessary actions to meet customer requirements and enhance customer satisfaction. These include:

- Improving products and services to meet requirements.
- Future needs and expectations.
- Correcting, preventing or reducing undesired effects.
- Improving the performance and effectiveness of our QMS.

### **10.2 *Nonconformity and corrective action***

10.2.1 Chapel Steel initiates actions to eliminate the cause of nonconformities to prevent recurrence. Corrective actions are appropriate to the effects of the nonconformities encountered. When nonconformity occurs, corrective action procedures are initiated and implemented. Examples of actions taken include:

- Taking action to control and correct it.
- Reviewing and analyzing the nonconformity.
- Determining the causes of the nonconformity.
- Determining if similar nonconformities exist, or could potentially occur.
- Implementation of any action needed.
- Review of the effectiveness of any corrective action taken.
- Updating risks and opportunities determined during planning, if necessary.
- Making changes to the QMS, if necessary.

Corrective actions will be appropriate to the effects of the nonconformities encountered.

10.2.2 Chapel Steel retains documented information as evidence of:

- The nature of the nonconformities and any subsequent actions taken.
- The results of any corrective action,

### **10.3 *Continual Improvement***

Chapel Steel initiates actions to continually improve the suitability, adequacy and effectiveness of the QMS. Continual improvement techniques and processes are applied to areas of the business that have an impact on the quality of our products and services. We analyze and take necessary actions on results of improvement projects as well as from the Management Review outputs. The implementation of the Process Approach including the PDCA Cycle provides verifications that our QMS is robust, and the achievement of effective process performance.



Version – Date 14- 2/13/25	Prepared Rich Rothenberg Joe McGowan	Approved Matt Tocci Bryan Denner	Department 100	Project / Concept NA/PP
-------------------------------	--	--	-------------------	----------------------------

## 11 Quality System Manual Revision Index

REVISION	REVISION DATE	REVISION DESCRIPTION
01	3/02/98	First issue
02	7/01/99	Minor changes
03	8/28/01	Conformity to ISO 9001:2000
04	1/08/03	Minor changes
05	7/01/07	Minor changes
06	4/01/10	Minor changes
07	2/29/12	Conformity to ISO 9001:2008
08	1/29/15	Minor changes
09	6/29/15	Minor changes
10	7/13/15	New Quality Policy
11	11/29/16	Conformity to ISO 9001:2015
12	1/16/20	ISO 9001:2015 Certification
13	3/22/22	Minor changes; Org chart
14	2/10/25	Management change

## Quality Certified US023-QCQ

