



Subject: Quality Assurance Survey Response (10/08/2020)

This letter is in response to a recent request that we received from you to complete a Quality System Questionnaire. We have elected to summarize our company's basic information due to the high volume of such requests that we receive. Additionally, a copy of our AS9100/ISO9001/ISO13485 certification as applicable is being provided. Hopefully this information will suffice in addressing the details required within your survey. If additional information that is needed is not provided within the scope of this response, then please contact us.

General Information:

Corporate Office

3475 Symmes Rd
Hamilton, OH 45015
Phone: 513-860-6500
Fax: 513-874-6857

Los Angeles CA Branch Office

14941 E Northam St.
La Mirada, CA 90638
Phone: 714-249-7425
Fax: 714-736-9835

South Windsor CT Branch Office

350 Pleasant Valley Rd
South Windsor, CT 06074
Phone: 860-289-6011
Fax: 860-289-2841

Greenville SC Branch Office

201 Forrester Dr.
Greenville, SC 29607
Phone: 888-997-5108
Fax: 864-458-9928

Northbrook IL Branch Office

3045 Commercial Ave.
Northbrook, IL 60062
Phone: 847-498-3111
Fax: 847-498-2810

Benicia CA Branch Office

2970 A Bay Vista Court
Benicia, CA 94510
Phone: 707-745-4625
Fax: 707-745-4627

United Kingdom Branch Office

Ballyharry Business Park 6 Berkshire Road
Newtownards, County Down BT23-7HH
United Kingdom
Phone: 44 (0) 2891 817919

Hungary Branch Office

MO Central Business Park
Building 2, Cell 4 Leshegyi u. 31
SZIGETSZENTMIKLOS
2310 Hungary
Phone: 36 30 636 5289

Web address: www.upmet.com

Financial Information:

Parent Company: O'Neal Industries
Birmingham AL 35202

Federal Tax ID number 31-1047883 Business Class: Large Business
Payment Terms ½% 10, net 30 days DUNS#: 05-651-7667 NAICS code: 421510
38 years in business

Corporate Management personnel located at Hamilton OH facility:

President –	Peter Neuberger	pneuberger@upmet.com
Chief Financial Officer –	Jeff Liesch	jliesch@upmet.com
Director of Quality -	Darryl Staton	dstaton@upmet.com
Director of Product Management -	Jerry St. Clair	jstclair@upmet.com
Director of Sales-	Curt Gillingham	cgillingham@upmet.com

Business Scope and overview for all facilities:

Product/Services: Distribute and process Stainless Steel, High Temp nickel, Titanium, corrosion resistant and cobalt grades to the aerospace, military, petro-chemical and commercial markets. Primary forms include sheet, strip, coil, plate, bar, shapes, forgings, and consumables.

Corporate Employee Count and Breakdown (includes all 7 facilities)

265 total employees – (Hamilton 130 employees, La Mirada 16 employees, South Windsor 35 employees, Greenville 4 employees, Benicia 15 employees, Northbrook 27 employees, Hungary 4 employees, United Kingdom 34 employees)

139 warehouse (25 inspection); 12 quality; 1 engineering; 5 marketing, 51 sales, 16 accounting, 8 traffic, 3 HR, 8 IT, 20 Supply Chain, administration 18

Ratio inspection to production = 5 to 1

By Branch:

Hamilton OH (established 1982)

President/General Manager	Peter Neuberger	pneuberger@upmet.com
Warehouse Manager	Roger Haire	rhaire@upmet.com
Quality Manager	Tim Baxter	tbaxter@upmet.com

- Building area: 100,000 sq. ft. (90,000 sq. ft. warehouse/ 10,000 sq. ft. office)
- Employees breakdown- 130 Total (73 warehouse) (12 inspection) (6 quality) (1 engineering) (4 marketing) (22 sales) (5 finance) (4 traffic) (1 HR) (6 IT) (10 Supply Chain) (14 administration)
- In-house processing capabilities include; slitting, shearing, cut to length, edging, band saw cutting, laser cutting- (NADCAP/ GE approved),

Major Industries-

Aerospace, Power generation, alternative energy, automotive.

Los Angeles CA (established 2008)

Sales Lead	Kathleen Esquerra	kesquerra@upmet.com
Warehouse lead	Rene Hernandez	rhernandez@upmet.com
Quality Lead	Juan Escalante	jescalante@upmet.com

- Building area: 52,000 sq. ft. (48,000 sq. ft. warehouse/ 4,000 sq. ft. office)
- Employee breakdown- 16 Total (7 warehouse) (8 sales) (1 Quality)
- In-house processing capabilities include; Slitting, shearing, edging, bar cutting,

Major Industries-

Aerospace, aerospace fasteners.

South Windsor CT

Sales Lead	Angie Battilomo	abattilomo@upmet.com
Operation Manager	Glenn Bickford	gbickford@upmet.com
Quality Lead	Mark Ruel	mruel@upmet.com

- Building area: 50,000 sq. ft. (40,000 sq. ft. warehouse/ 8,000 sq. ft. office)
- Employee breakdown- Total employees 35 (Administrative 3) Warehouse 14) (Finance 5) (Sales 9) (Quality 3) (Supply Chain 1)
- In-house processing capabilities include; band saw cutting

Major Industries-

Aerospace, power generation (steam & gas) oil & gas.

Greenville SC

Director of Sales	Curt Gillingham	cgillingham@upmet.com /Location Hamilton office
Operations Lead	Jeremy Lucas	jlucas@upmet.com
Quality Lead	Mark Ruel	mruel@upmet.com

- Building area: 28,000 sq. ft. (25,000 sq. ft. warehouse/ 3,000 sq. ft. office)
- Employee breakdown- Total employees 5 (Warehouse 3) (1 Sales) (Administrative 1)
- In-house processing capabilities include; band saw cutting

Major Industries-

Aerospace, power generation (steam & gas) oil & gas.

Northbrook IL

Sales Lead	Debbie Freitag	dfreitag@upmet.com
Operations Lead	Jeff Hopper	jhopper@upmet.com
Quality Lead	Greg Hall	ghall@upmet.com

- Building area: 33,000 total sq. ft. (30,000 sq. ft. warehouse/ 3,000 sq. ft. office)
- Employee breakdown- 27 total employees (Administrative 2) (Finance 2) (Warehouse 13) (Quality 2) (Sales 4) (Supply Chain 5)
- In-house processing capabilities include; Waterjet, Band Saw, Shear, Plate Saw, Cut-To-Length line, Deburr and Finisher, Axis Vertical, and Pin Stamp

Major Industries-

Medical, aerospace, industrial.

Benicia CA

General Manager	Joshua Gondkoff	jgondkoff@upmet.com
Sales Lead	Jason Pintos	jpintos@upmet.com

- Building area: 28,000 total sq. ft. (25,500 sq. ft. warehouse/ 2,500 sq. ft. office)
- Employee breakdown- 15 total employees (Warehouse 10) (Administrative 2) (Sales 3)
- In-house processing capabilities include; Saw Cutting

Major Industries-

Semi-conductor, general fabrication.

United Kingdom

General Manager /Director	Michael O’Prey	moprey@upmet.com
Director Business Development	Harvey Pitcher	hpitcher@upmet.uk
Director Sales	Richard Leeson	rleeson@upmet.uk
Director Finance	Paul Fitchie	pfitchie@upmet.uk
Director Operations / Quality	Phillip Blair	pblair@upmet.com

- Building area: 30000 total sq. ft.
- Employee breakdown – 34 total employees (Warehouse Operations 17) (Quality 2) (Sales 4) (Finance 4) (Supply Chain 3) (Administrative 4)
- In-house processing capabilities include; Waterjet, Band Saw, Shear, Plate Saw

Major Industries-

Aerospace, medical, industrial.

Hungary

Regional Manager	Ede Peter	epeter@upmet.com
Warehouse Manager	Imre Szegedi	iszegedi@upmet.com

- Building area: 7,700 total sq. ft.
- Employee breakdown – 4 total employees (Warehouse operations 2) (Sales2)
- In-house processing capabilities; Bar Saw

Major Industries-

Aerospace, Power Generation.

Approvals:

3rd party

AS9100/ISO9001 – Registrar for Hamilton OH and Los Angeles CA, Chicago IL, Belfast IRELAND: NSF
 Registrar for South Windsor CT, Greenville CT Budapest Hungary: TRC

Customer Approvals

General Electric – vendor code 24559
 Pratt and Whitney – listed in appendix 36
 Honeywell
 Eaton Aeroquip
 Lisi Aerospace
 Unison

Rolls Royce (Indianapolis)
Lockheed Martin
Northrop Grumman

Miscellaneous:

- Quality Manual, Quality Policy, Supporting Procedures and Work Instructions, Mission Statement is on file and maintained.
- UPM has a continuous process improvement program and practices lean manufacturing principles
- Access to facility is available upon request. Registration and sign in is required.

Certifications achieved:

AS9100/ISO9001/ISO13485 Certifications as applicable for each facility

Available upon request:

AS/ISO certification
Organizational chart
Table of Contents for Quality Manual
Index of Quality Procedures

Our Quality Management System complies with the following and has appropriate procedures and control implemented:

- 1) Procedure for record retention
- 2) Policy for DRC conflict-free sourcing
- 3) Certificates of conformance will be supplied with all shipments
- 4) Regular planned intervals of calibration for inspection
- 5) Written instructions are available for equipment calibrated.
- 6) Calibrations are maintained and include equipment identification, calibration frequency, calibration source, procedure used, results and actions taken
- 7) Audits are documented and available for review
- 8) Written operational procedures are in place and controlled
- 9) Documented corrective action system
- 10) All customer complaints are recorded
- 11) All corrective and preventative actions are taken recorded and documented
- 12) Lock out / tag out program in place
- 13) Nonconforming material clearly identified and segregated
- 14) Annual eye exams are given for all personnel performing NDT inspection by a medically qualified / trained person to AWS D17.1
- 15) FOD program is in place to ensure your delivered product and containers are completely free of foreign objects
- 16) Drug testing program in place
- 17) All materials properly stored to prevent damage, corrosion, or general degradation
- 18) Products are properly packaged for shipping

- 19) United Performance Metals has an Export Management and Compliance Program that complies with U.S. Export Regulations and safeguards restricted items including technical data from illegal and deemed exports
- 20) Verification of part numbers, model numbers, serial numbers, etc. to ensure items being shipped, matches the accompanying documentation
- 21) Verification that all appropriate documentation (maintenance release, material certification, Traceability documents, etc.) are at hand, properly completed and signed
- 22) Material handled in an appropriate manner, protected from damage, and Deterioration
- 23) An established documented self-audit/evaluation program, which identifies who within the company is responsible for conducting self-audits, the frequency of audits, audit documentation and corrective actions

Quality system documentation is kept current and readily available to employees, customers, auditors, and or designees

Information compiled by: Paul Isaacs, Quality Associate

Information reviewed by: Darryl Staton, Director of Quality for United Performance Metals