

- **1.0 Introduction to USA Automotive Company**

USA Automotive Company is a large component manufacturer to Tier One suppliers to the automotive industry. USA Automotive Company supplies handle stems directly to various automotive OEM's. The primary manufacturing process is screw machines with secondary operations including milling, drilling, grinding and heat treating.

We are a \$1 billion supplier to the automotive industry, with 22 plants and a business unit headquartered in Milwaukee, WI. The plants are located worldwide, including the USA, Canada, Mexico, Brazil, Thailand, China and South Africa.

This Quality Manual is for the USA Automotive Company manufacturing plant in Birmingham, Alabama.

- **2.0 Scope: ISO/TS 16949 to ISO 9001:2000 – No
*Exceptions***

-NONE

Management Review Meeting Minutes June 15, 2007

Attendees:

- Jason Johnson – Comptroller
- T. Gordon– Operations Manager
- J. Mallows – Purchasing Manager
- S. Thomas – Quality Manager

- The Quality Manager discussed customer complaints and open issues. There are 5 open issues this month. The trend is consistent with past years.
- Scorecards for customer satisfaction show a rating of 82%. This is based on the yearend survey. Customer satisfaction has increased by 3% over the last year.
- Warranty cost show that the company was charge back for \$60,000 this month. This is a high figure, but not seasonally high.
- The internal audit of nonconformities was reviewed one by one. The report was read aloud by T. Gordon, Operations Manager.

Action Plan

ITEM	WHO	DATE
1.0 Review Warranty Costs and provide analysis at next meeting	S. Thomas	7.15.07
2.0 Delivery Team to be formed	T. Gordon	6.30.07
3.0 Costs exceed budget by 15% - analysis done for next meeting	S. Thomas	7.15.07

NOTE: no other actions are required

Customer Complaints

Number of Occurrences

Part Family	Part	2004	2005	2006	2007
Pistons	E8-422		2		0
	E7-433		1		1
	E7-442				1
	E7-441	1			0
	FJ-334		1	1	2
	JJ-472				0
Shafts	SH-444				0
	SH-445	1		2	0
	SH-446				0
Handle Stems	XJ-456	1	1	2	2
	XJ-455				0
	XJ-457*		1	2	3
	XJ-458*			3	4
	SS-101	1	2	2	3
	SS-102*				0
	SS-103			1	2
Plungers	PT-333			1	3
	PT-401				1
Gear Blanks	DG-222		1	3	0
	DG-233		2	2	1
	EE-566				0
Fittings	FX-356			1	0
	FX-356A				1
Miscellaneous	8 parts			4	2

*New Part Introduction end of 2007