

Quality Manual

SHAPES Unlimited – Vision / Mission / Values

Vision: We are the regional market leader in differentiated aluminum products and service solutions to the building products industry.

Mission: We are consistently challenging the status quo to develop value-added products and business solutions to meet our customers' evolving needs.

Values: With an empowered organization, using our values system to make our company and each team member successful as we strive toward our vision:

- **Be Purposeful** – Our purpose is to build an exceptional and enduring business that contributes to elevating the building industry and its workforce through people-focused investment and business principles.
- **Be Collaborative** – In an atmosphere of mutual support and respect, we value the perspectives and voices of all team members and customers. At SHAPES Unlimited, we are committed to creating an inclusive work environment driven by our core TEAM values.
- **Be Innovative** – At SHAPES Unlimited, on behalf of our internal and external customers, we are driven to deliver continuous improvement via unique products, service, and technological advancements.
- **Behave with Integrity** - At SHAPES Unlimited we do what's right. We believe that nothing is more important than our reputation and behaving with the highest levels of integrity is fundamental to who we are.

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CEO/President Statement on Quality

As aligned with our SHAPES Unlimited Values, "Our purpose is to build an exceptional and enduring business that contributes to elevating the building industry and its workforce through people-focused investments and business principles". To do so, the collaboration of all team members taking the needed ownership in ensuring that our quality is the benchmark for our industry is the objective.



Doug Rende
CEO and President | SHAPES Unlimited, Inc.

Welcome to SHAPES Unlimited Inc.

SHAPES Unlimited, Inc. is a privately held fabricator / wholesale distributor of aluminum building products serving the Northeast, Southeast and Midwest markets. Since its founding in 1996, Shapes has provided a variety of aluminum extrusions to the window, door, fencing and railing sectors. With in- house fabrication, powder coating facilities and fence panel and gate assembly, we can deliver ready-to- install products to a customer's facility or job site. By sourcing our products from suppliers, both domestically and internationally, we can provide our customers with the required quality, JIT service, competitive pricing and value-added supply chain solutions.

As we grow, continued innovation and increasing efficiency will be one of the keys to our success. Aluminum fabrication and finishing is not the core competency of most building products OEMs. We can provide innovative solutions, which are more effective, durable, and environmentally friendly, and at lower total cost. With our short runs and quick turnaround, we can streamline the supply chain for them, delivering the needed efficiency and quality.

At SHAPES Unlimited, safety is our number one priority. We are committed to not only providing our team members and communities with a safe atmosphere to work and live in, but we are also committed to the safety and well-being of our customer and vendor partners who frequent our facilities. Please adhere to the PPE and other safety requirements posted throughout our facilities and do not hesitate to ask your SHAPES Unlimited host any questions regarding our safety policies to ensure a successful and safe visit.

In addition to our commitment to safety, we strive daily to deliver quality products and services to our valued customers. Our rigid quality program and processes are outlined in this manual to ensure alignment for all SHAPES Unlimited team members and our customers. Our goal is to deliver every SHAPES Unlimited product above expectation, and we are dedicated to continuing to push industry standards, processes, and practices to achieve "zero defect" production throughout our product offerings.

Quality Policy

The SHAPES Unlimited Quality Team has developed the following Quality Policy which governs day-to-day operations to ensure quality. The Quality Policy is communicated and implemented throughout the organization.

The Quality Policy of SHAPES Unlimited is as follows: SHAPES Unlimited Inc. is committed to ensuring that our customers are completely satisfied with the products and services we provide them with.

SHAPES Unlimited Inc.'s management and employees understand the trust that our customers have placed in us to ensure their orders are completed on-time and to their expectations. We work hard to earn that trust every day by delivering what we promised.

Through employee training, reducing non-value-added activity, and implementing continual process improvements, SHAPES Unlimited strives to provide every order to our customers' specifications at the best overall cost.

Context of the SHAPES Unlimited Inc. Organization

SHAPES Unlimited leadership has determined the strategic direction of the company by understanding the needs of its customer base, market analysis, product trends, and the industry segments it serves.

This requires understanding internal and external issues, challenges, and constraints that are of concern to SHAPES Unlimited and its partners. In addition, annual SWOT analysis and significant research outline key focus risk and opportunities for SHAPES Unlimited and its partners.

Such issues and challenges are attacked by SHAPES Unlimited through a deliberate cadence of planning and execution initiatives, quarterly and annual goal setting, and strategic planning sessions. Progress and results are driven and measured by SHAPES Unlimited leadership through weekly, monthly, quarterly, and annual meetings and strategy events along with departmental and corporate wide KPI's and goals.

Executing quality is a significant component to achieving SHAPES Unlimited mission and vision. Sustainable growth requires constant focus and improvement in our quality process, systems, resources, training, and personnel development. At SHAPES Unlimited we take pride in not only our ability to deliver quality products to our customers consistently, but also providing career and personal development opportunities to all SHAPES Unlimited team members through academic and skill development offerings.

Scope of the SHAPES Unlimited Quality Management System

The SHAPES Unlimited quality system applies to all processes, activities, and employees in the following SHAPES Unlimited locations:

Fabrication and Warehouse
590 E. Western Reserve Road
Building 4C and 4B
Youngstown, OH

QMS Processes

SHAPES Unlimited has implemented a multi-level "quality at the source" process approach for its quality management system. By identifying each of the top-level processes within the company, and then managing each of these discreetly, this reduces the potential for nonconforming products discovered during final processes or after delivery. Instead, nonconformities and risks are identified in real time, by actions taken within each of the processes starting at the procurement or opportunity phase prior to any production commencing.

Note: not all activities are considered "processes" – the term "process" in this context indicates the activity has been elevated to a higher level of control and management oversight. The controls indicated herein are applicable only to the top-level processes identified.

The following top-level processes have been identified for SHAPES Unlimited:

- Quality Manual
- Internal Auditing
- Control of Nonconformity (Red-tag process)
- Quality Corrective Action
- Quality Training
- Receiving/Shipping Inspection

Each process may be supported by other activities, such as tasks or sub-processes. Monitoring and

control of these processes ensures effective implementation and control of all subordinate tasks or sub- processes.

Each top-level process has a Job Breakdown Analysis (JBA) or other approved document which defines:

- applicable inputs and outputs
- process owner(s)
- applicable responsibilities and authorities
- applicable risks and opportunities
- critical and supporting resources.
- criteria and methods employed to ensure the effectiveness of the process.
- quality objectives related to that process.

The sequence of interaction of these processes is illustrated in Appendix A.

Additional QMS documented procedures were developed to support the QMS and its processes; these are listed in Appendix B. This list only provides some top-level procedures and may not reflect all QMS documentation.

Each process has at least one objective established for it; this is a statement of the intent of the process. Each objective is then supported by at least one "metric" or key performance indicator (KPI) which is then measured to determine the process' ability to meet the quality objective.

Throughout the year, metrics data is measured and gathered by process owners or other assigned managers, to present the data to the SHAPES Unlimited Quality team. The data is then analyzed by the team so that they may set goals and adjust for long-term continual improvement.

The specific quality objectives for each process are defined in the applicable JBA.

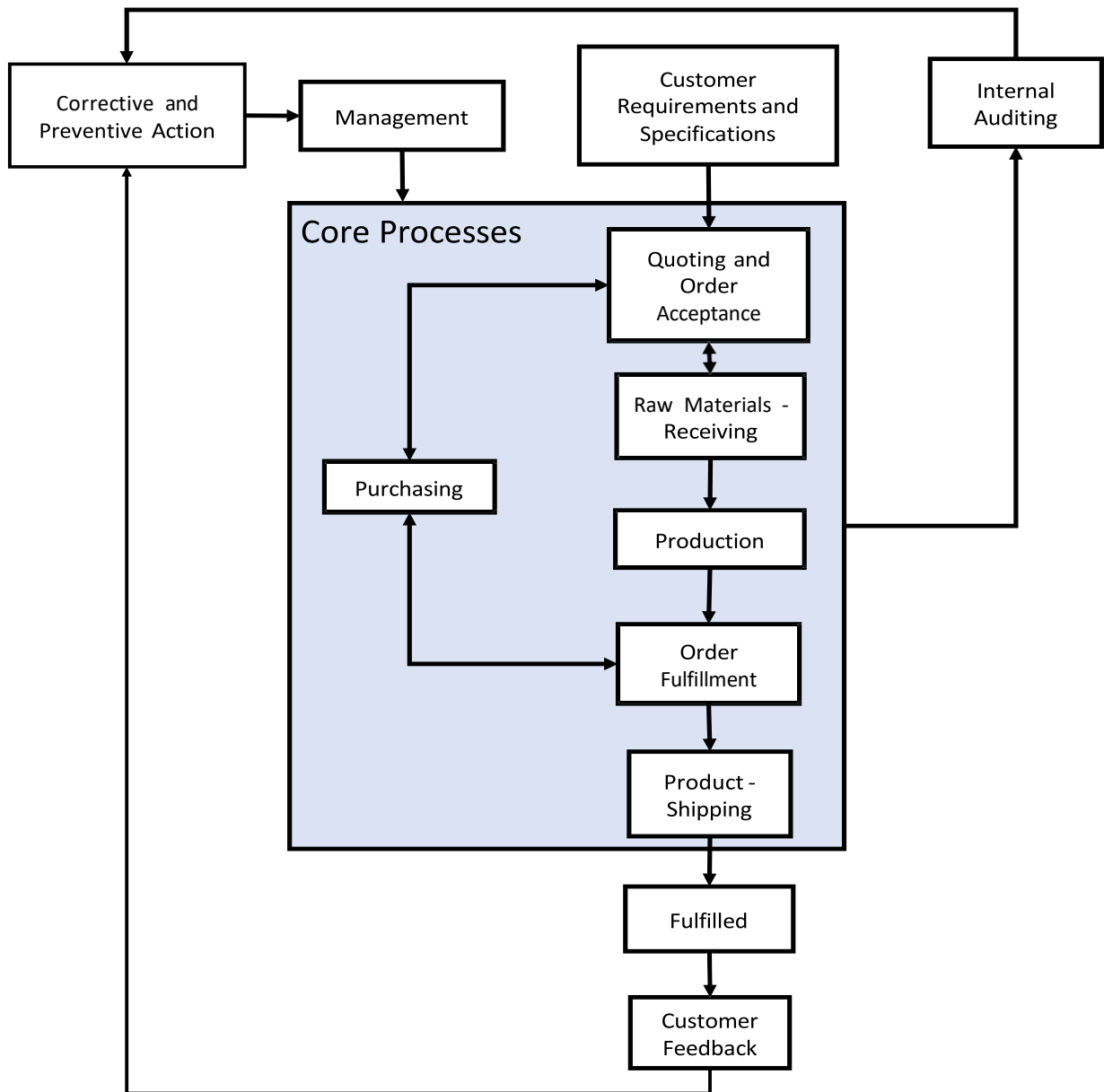
Metrics, along with current standings and goals for each objective, are recorded in records of management review.

When a process does not meet a goal, or an unexpected problem is encountered with a process, the corrective and preventive action process is implemented to research and resolve the issue. In addition, opportunities for improvement are sought and implemented, for the identified processes.

Any process performed by a third party is considered an "outsourced process" and must be controlled, as well. The company's outsourced processes, and the control methods implemented for each, are defined in JBA0156 – Outsourcing.

Appendix A: Overall Process Sequence & Interaction

SHAPES Unlimited Inc.



[SOP - Quality Checks.docx](#)

[SHAPES Unlimited Warranty Release - Fence Rail Products - 05.2024.docx](#)

[JBA Blank.docx](#)

[Limited Warranty.pdf](#)

[Care and Maint..pdf](#)

[Claims Resolution.pdf](#)

[Terms & Conditions.pdf](#)

Appendix B: Subordinate QMS Procedures

- JBA01-Receiving Containers
- JBA02-Receiving other parts for distribution
- JBA03-Inspecting Outgoing Loads for Local Delivery
- JBA04-Inspecting Outgoing Loads for Customer Pickup
- JBA05-Inspecting Outgoing Loads for Long Distance Delivery (3d party)
- JBA06-Investigating Customer Complaints
- JBA07-Inspecting fence panels
- JBA08-Inspecting Mill gates
- JBA08.5-Inspecting Painted Gates
- JBA09-Auditing 4B "Kitted Product"
- JBA10-Auditing 4B Fabrication
- JBA11-Auditing 4C fabricated parts for 4B
- JBA12-Auditing 4C fabricated parts for shipment to East Coast
- JBA13-Auditing 4C fabricated parts for Ohio
- JBA14-Auditing saw cuts/packaging
- JBA15-Auditing Packaging (4C)
- JBA16-Calibration of tools (tape measures, scales)
- JBA17-Auditing maintenance practices
- JBA18-Auditing customer specifications
- JBA19-Managing paint/specification changes from a vendor
- JBA20-Certifying vendors (vendor scorecards)
- JBA21-Managing product modifications—customer request
- JBA22-Managing product modifications—SHAPES Unlimited driven
- JBA23-Auditing T's and C's
- JBA24-Certifying new equipment (or recently (retrofitted equipment))
- JBA25-Certifying new products
- JBA26-Auditing billing practices
- JBA27-Testing color fastness
- JBA28-Managing warranties
- JBA29-Managing product warranty claims
- JBA30-Qualifying through Vendors