

UBC Quality Alert Process

Alcoa – Rigid Packaging Division

Alcoa's UBC Quality Alert Process outlines the procedure for UBC shippers, which have experienced a quality issue, to maintain their status as a qualified shipper. Vendors will be placed on Quality Alert status, and a Defective Material Report (DMR) will be issued, for any one of the following incidents:

- 1) Any safety/hygiene violation for a load containing (a/an):
 - battery
 - butane lighter
 - explosive device
 - fertilizer
 - gasoline
 - loaded ammunition
 - free lead
 - medical waste
 - needle/syringe
 - propane bottle
 - radioactive source
 - unidentifiable material
 - single pressurized aerosol can
 - concentration of flattened aerosol cans
- 2) A rejection for poor quality (not for package integrity or loading)
- 3) A grossly contaminated shipment that should have been rejected but was processed before the contaminants were detected.
- 4) A shipment to Alcoa–Maryville which generates fallout above either of the maximum acceptable limits for magnetic separation (limit of 0.3%) or all other fallout (limit of 1.0%).
- 5) A shipment presented in such a manner that in the judgment of the receiving location and the Metal Center, the quality of the load has been grossly misrepresented (i.e., concealing contamination, locating specific bales to avoid detection, or other obvious misrepresentation).

Loads that were purchased prior to the issuance of a Quality Alert–DMR can be processed at Alcoa–Maryville on a recovered basis. Results from these loads will not be considered for the shipper's removal from Quality Alert Status. Only loads supplied after the completion of the Quality Alert–DMR and implementation of preventative actions will be evaluated to return the shipper to a fully qualified status.

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Additional loads can only be purchased from a supplier after they have been removed from Quality Alert status by completing the following sequential steps:

- 1) Discuss the quality issue, along with potential causes and the corrective/preventative actions with their Alcoa purchasing contact.
- 2) Complete and return a Defective Material Report (DMR), along with the recommendation of the purchasing contact, to the RPD UBC Quality Team Leader for approval.
- 3) Meet Alcoa's UBC quality criteria on two consecutive loads processed through the Alcoa-Maryville facility. If one of the two loads does not meet the quality criteria, the shipper may provide two additional loads for evaluation with the written recommendation of their purchasing contact (maximum total of four loads).

Successful completion of the previous steps will re-establish the shipper as fully qualified.

A shipper that is not able to meet the criteria above will be considered disqualified. Disqualified shippers can attempt to re-qualify under the **New UBC Supplier Procedure** after their purchasing contact makes a written recommendation based on efforts to correct the quality issues at the supplier location.