



To whom it may concern,

Your request for a supplier survey has been received by Reliance Aerospace Solutions (RAS). Due to the volume of requests, RAS is furnishing the following information in lieu of completing the survey your organization has provided.

Company History:

Reliance Aerospace Solutions (RAS), a division of Reliance Steel & Aluminum Company (RSAC) was established in 2007. RAS offers a single point of contact solution for products sold by the RSAC family of companies to contract customers and their sub-tier suppliers. The objective of RAS is to provide customers with the most comprehensive mix of products available in the industry, on-time and defect free. RAS works to ensure customer satisfaction through continuous improvement of our processes.

Reliance Aerospace Solutions (RAS) is a distributor of aerospace grade metals in various forms and conditions. RAS does not maintain or control any physical inventory. Orders are fulfilled using approved RSAC subsidiaries, divisions, and vendors

Company Information:

Reliance Aerospace Solutions- Corporate Headquarter

7925 Crossway Dr
Pico Rivera, Ca 90660
1-877-727-6073 (US & Canada)

Total Employees: 3
Contract Management: 1
Quality Management: 1
Quality Assurance: 1

Note: Functions such as IT, credit, HR, and other support functions are handled by our parent company Reliance Steel and Aluminum Co.

Company Web Address: www.rsaerospace.com

Email Address: sales@rsaerospace.com

Reliance Aerospace Solutions



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Key Personnel:

General Manager:	Mark Wolfgram
Corporate Quality Manager:	Erick Wallace
Inside Sales/Contract Administrators:	Barbara Coria

Quality Management System:

Reliance Aerospace Solutions is AS9120 / ISO 9001:2008 certified with exceptions. A copy of our certification can be viewed at https://www.sae.org/?PORTAL_CODE=IAQG

*An uncontrolled copy of our quality system manual is available on our web site
www.rsaaerospace.com*

- Reliance Aerospace Solutions controls our documents and records in accordance with AS9120 Rev B/ISO 9001:2015.
- Documents are identified by document number and revision date.
- Records are controlled and maintained to ensure they are readily available and protected from loss, damage and deterioration.
- Record retention is per customer requirement or as follows: Mill and processing certs = 7 years. All other records = 7 years. Certifications are stored in paper and electronic versions. Electronic data is backed up regularly.
- All customer supplied drawings are not kept up to date and require customer flow down upon revision.
- All personnel have been properly trained for their positions and verified for competence. Training records are kept on file for each employee and updated as needed.

Management Responsibility:

Top management has established and endorsed Reliance Aerospace Solutions quality policy statement:

“Reliance Aerospace Solutions (RAS) is committed to providing customers with product sourcing, accurately, and on time. RAS works to ensure customer satisfaction through continuous improvement of our processes. This is achieved through regular review of this policy, and quality objectives for continued suitability.”

Top management measures the performance of the company through the following quality objectives:

Maintain preferred supplier status with our customers through

Reliance Aerospace Solutions



- a. On time delivery
- b. Order entry accuracy
- c. Claim free shipments

Records are on file showing management reviewing the quality management system at planned intervals.

Equipment Capability:

RAS does not maintain any production equipment outside of computer hardware and systems to ensure orders are accurately entered and tracked. RAS ensures that this equipment is maintained to prevent loss of data. RAS approved suppliers offer valued added processing services. Our equipment list exceeds 500 various value added pieces of equipment.

Band Saws, High Production Saws, Aluminum Plate Saws, Shears, Plate Burning, Plate Plasma Cutting, Water Jet Cutting, Annealing Furnaces, Lathes. Machining Centers, Modern Tube Cutters, Tube Lasers, Leveling, Slitting, Blanking Lines, Tube Hones, Trepanners,

Product Realization:

- Customer orders are reviewed in accordance with controlled work instructions which provide communication plans and risk assessment.
- All purchase orders specify “right of entry” provisions for our customers and regulatory agencies.
- Suppliers are added to the Approved Suppliers List after they have been through an evaluation process and a list of controls has been put into place. Periodic review of suppliers is performed to ensure their continued capabilities. All RAS suppliers are 3rd party certified and apart of the Reliance Steel & Aluminum Co. family of companies.
- All incoming shipments are inspected by the RAS approved supplier as RAS does not physically maintain any inventory. No incoming material is released to production unless it conforms to documented material, dimensional specifications, drawings, and/or special test requirements and all inspections and records are approved by the 3rd party certified approved RAS supplier.
- Both company and customer owned product are verified at the time of receipt and stored in approved methods ensuring identification, traceability and proper preservation by the RAS approved supplier.
- Customer supplied resources are stored in a manner to prevent deterioration and damage while in possession of RAS.



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Measurement, Analysis and Improvement

- Internal audits are performed at regular intervals by qualified auditors independent of the process being audited. Records are maintained and discussed at management review.
- Documented procedures have been established for inspection and test activities in order to verify that the specified requirements for the product are met throughout its realization process.
- 100% final inspection on all product test reports and mill certifications are performed by qualified personnel and indicated on the documents.
- Non-conforming material is quickly segregated after it has been identified and recorded by the RAS approved supplier. The material remains in a bonding area while the appropriate actions are taken per documented procedures.
- A defined corrective/preventive action process has been established and documented. Records of all corrective/preventive actions are maintained and reflect an effective follow-up to be performed. Continual monitoring of corrective/preventive actions is performed by top management.

We anticipate the above information will satisfy the majority of your questions regarding Reliance Aerospace Solutions. In the event that you require further information please feel free to contact me.

Sincerely,



Erick Wallace
Corporate Quality Manager
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