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ISO 9001 registration provides an organization the opportunity and discipline to document and follow a systematic manufacturing and audit process. Although Carlisle Construction Materials does not currently have an ISO 9001 registration, many of the requirements for this system are met through listings with various reputable third party certifying bodies and stringent internal standards. Our products are listed with FM and UL with follow up services. In addition we are also certified with SECO, Intron and BBA with routine audits required to maintain certification. These audits validate product characteristics and the plant process for compliance with published codes as well as require us to have traceability and process control for all materials manufactured in our plants.

Additionally, the focus of Carlisle's Quality Management System is the Carlisle Operating System, COS. The COS approach is based on Lean 6-Sigma methods and utilizes Kaizen as part of the continual improvement journey. GEMBA walks and huddles identify and resolve challenges and needs on a daily basis in real time. The GEMBA walks are focused around our SQDC metric boards (Safety, Quality, Delivery, and Cost). The respective teams review the boards throughout our plants to identify urgent and long term issues preventing us from meeting customer needs. Issues are tracked via a corrective action system. Each plant is audited by our Quality Services team.

For Carlisle Construction Materials, the Carlisle Operating System is the natural evolution from a reactive inspection based QMS to a proactive continual improvement system. We welcome customers to our facilities and are confident our systems meet requirements of ISO 9001.

We are confident that the quality assurance systems currently in place ensure that quality products and roofing systems are supplied to our customers.

Carlisle Quality Services Mission:

The Quality Services Team will lead Carlisle CCM to provide Best in Class Performance to our Customers. The team will promote the vision through robust processes and methods. Quality Services team will provide training and support to insure accurate data, precise analysis, optimal processes and continual reductions in variation. We will insure the voice of the customer, the voice of the process, and the voice of supply are aligned.

Carlisle QMS Critical Processes

Many of our systems meet the requirements of ISO 9000. The following is an overview of what is typical for the Carlisle QMS:

Incoming raw materials are based on our Purchasing Specifications and require vendor-supplied Certificate of Analysis with each supplied lot. The Purchasing Specifications are typically generated and maintained by the Research and Development group in Carlisle, PA.

Depending on the final product a wide variety of in-process tests are performed to verify physical properties and performance characteristics. In addition, operators are continuously monitoring the product to insure not only the above characteristics but also a number of aesthetic properties including the general product and package appearance. Our finished products also include a lot-tracking feature so that products in the field can be traced back to the manufacturing operation in order to tie back to the date and time of manufacture and therefore the above-mentioned test results.

Destructive testing and final product tests on the various physical properties are also performed in the labs of the manufacturing facilities. These are independently validated in the Research and Development Laboratory. Depending on the finished product these tests will include gauge over scrim, ply-to-ply adhesion, breaking strength, tear strength, color, compressive strength, density, dimensional data, heat aging, etc. Most of the above tests are performed using ASTM standards as well as a number of internally developed methods.

All of the lab and test equipment is on a calibration program to insure that the data is true and accurate. Providers of calibration services are accredited under ISO/IEC 17025 or ANSI Z540.3.

New product development follows our review process. The process starts with a core steering committee review which determines the complexity of the new product design and then will direct into the phase gate review process.

It is the daily performance and engagement of our employees that makes the difference in the quality of Carlisle roofing systems.



Tim Wickard
Director of Quality Services