



# PRESS RELEASE

## Ryerson Tull Takes Quality to the Next Level With ISO9 Solutions

**OAKLAND, CA., August 12, 2002** – ISO9 (a Vintara brand), the leading provider of fully automated, Web-based enterprise quality management solutions and services, today announced that Ryerson Tull has leveraged ISO9's technology to implement a fully automated Quality Management System (QMS) into their current business infrastructure with great success.

Ryerson Tull is North America's leading distributor and processor of metals with annual sales of \$2.2 billion. The company maintains inventories of more than 100,000 items of carbon, alloy and stainless steel, aluminum, copper alloys and industrial plastics. The company services customers through a network of service centers across the United States and in Canada, Mexico and India.

"ISO9 provided us with, by far, the best state-of-the-art system in quality management software," said Neil Novich, Chairman & CEO of Ryerson Tull. "It allows us to be more effective and to integrate with our customers more efficiently. We now have the ability to standardize document management and consolidate our QMS across multiple locations."

As an ISO 9000 certified company with a paper-based QMS, Ryerson Tull found the administration of paper documents time-consuming and difficult to manage. In order to continue and improve upon the quality their customers have become accustomed to, they recognized the need for new technology to streamline and standardize processes across the company.

The transition to ISO9's Web-based solution delivered a fully automated QMS, featuring centralized management, real-time access and an effortless transition to ISO 9001:2000. The end result is significant cost savings for the entire company, rapid implementation and deployment of a new QMS and the ability for Ryerson Tull to access their QMS from anywhere at any time. "The ease of implementation and reduction of day-to-day tasks at the service center levels has brought a new level of quality to the foreground of our operations," said Freida Sarji, Ryerson Tull's Corporate ISO Manager. "With this heightened quality awareness, we've noticed improved communication and increased interaction throughout the company."

Along with the benefits of a fully automated system, the ISO9 solution provided Ryerson Tull with complete technical and consulting support to assist with the implementation of the ISO9 application as well as the process of ISO 9000 certification.

"Ryerson Tull is a company of firsts. We were the first in our industry to offer a broad range of fabrication outsourcing services and to establish a metallurgical services group to provide manufacturing, engineering and design support," noted Neil Novich. "We also led with creation of our centralized national account group to service multi-location customers. Now we are the first in our industry to implement this type of solution. We were looking for the next level of quality management and we see ISO9 as a tool to help us continuously improve upon our outstanding reputation and quality."



#### **About Vintara**

Vintara is the leading provider of Web-based process management solutions and services. Founded in 1997, Vintara has a proven track record of helping the enterprise successfully prepare for and cost-effectively maintain compliance with a range of domestic and internationally recognized standards. Our customers come from a variety of industries, with a diverse range of needs. In every case, Vintara has created solutions that meet and exceed their growing business needs.

Combining innovative technology with training and consulting services, our brands – ISO9, ISO14, ISO17 and OHS18 – deliver the solutions that help the enterprise manage their key business processes setting the path to continual improvement.

For more information on ISO9, please visit [www.iso9.com](http://www.iso9.com). For more information about Vintara, please visit [www.vintara.com](http://www.vintara.com) or contact us at [pr@vintara.com](mailto:pr@vintara.com).