

Product Support Services



Product Support
Services

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Technical Services



Atlas Steels has for many years taken a leadership role in the stainless and special steels market by providing technical service support to users through our qualified and experienced staff at our distribution and processing operations.

The Atlas Steels Technical Department exists to support our customers and sales personnel to:

- assist with grade selection and metallurgical properties of steel;
- assist with product selection to meet specific needs;
- assist with the nomination and interpretation of specifications;
- recommend fabrication procedures;
- investigate problems when they occur; and
- train staff and those of customers in the use of stainless and special steels.

The Department establishes and maintains the quality standards for product supply from mills and conducts a testing program to ensure that product sold by Atlas Steels meets those standards.

Customers are invited to take advantage of the technical service provided by Atlas Steels; all enquiries can be directed to:

Australia:

Free call: 1800 818 599

Email: tech@atlassteels.com.au

New Zealand:

Telephone: +61 3 9272 9963

Email: tech@atlassteels.co.nz

Quality Assurance Practices



Quality assurance principles

A principal factor in the performance of an organisation is the quality of its products and services. Quality is the sum total of the features or characteristics of a product or service that determines whether it is satisfactory for the intended end use.

Atlas Steels has a formal quality management system, which has been continually certified to ISO9001 since 1990. The quality system at Atlas provides the following benefits to our customers:

- product identification and traceability at all stages of operations;
- product supplied only from approved vendors;
- product purchased to recognised specifications and standards;
- mill inspection certificates available with purchases;
- systematic and proper storage, packaging and handling of all products;
- personnel who identify easily with customer quality needs;
- an established inventory management system and procedures based on an integrated computer network; and
- a computerised system of document control, record keeping and handling of non-conforming product.
- continual improvement of the quality system;

The Atlas quality assurance system is based on our ongoing commitment to meet our customers' expectations of quality and service. Our commitment to quality management means we are constantly reassessing our performance and aim to continually improve our systems and procedures with the aim of maintaining our leadership in the stainless and special metals distribution industry in Australia and New Zealand.

An important aspect of the Atlas quality system is the ability to trace product from the original source to end user. This process provides two significant services to the customer:

- mill inspection certification when required; and
- product liability requirements can be complied with.

The mill inspection certificate is the evidence that the product supplied is in conformance with the appropriate standard specification.

Product specifications

Most special metal products distributed by Atlas Steels are ordered to ASTM (American Society for Testing and Materials) specifications. Some Australian (AS), Euronorm (EN), British (BS), Japanese (JIS), German (DIN) and International (ISO) standards are nominated where appropriate. ANSI/ASME and API specs are also commonly used for fluid products. *A list of the most common product specifications is contained in the appendices of this publication.*

ASTM standards are frequently issued in dual inch-pound and metric units and are typically designated as follows: Stainless steel plate, sheet and coil to ASTM A240/A240M. It is the policy of Atlas to purchase the metric version where one exists, in this case ASTM A240M.

In the ASTM system 'general requirements' to product specifications, which includes dimensional tolerance, are often given in separate specifications, for example, ASTM A240/A240M refers to A480/A480M for dimensions, etc.

Product traceability

Traceability of product achieves two things:

1. it provides correct documentation when a customer requires it (i.e. inspection certificates); and
2. it enables traceability back to the supplier should there be a product non-conformance. Traceability within Atlas Steels is based on:

- identification data supplied by the mill, with the product. This is typically a heat number, batch number or bundle number; and
- the Atlas batch number is used as an identifier for all Atlas product.

Atlas controls the traceability of product up until the time it is delivered to a customer. From that point it is the customer's responsibility to maintain traceability.

Grade colour codes

Colour coding is a method employed as a secondary aid to steel grade identification and is complementary to marked, tagged or label identification. Products not normally colour coded are stainless steel tube, sheet and coil, fittings, flanges, wire, wire rope and welding consumables.

Minor deviations from the standard colour are accounted for by a white stripe or band, which indicates that the product varies in some way from the standard grade, or is special in some way.

In addition some specific grades or product are colour coded as 'no colour'... AtlasCR12 plate and U1004 carbon steel bright bar are not coded even though all other stainless steel plate and bright bar products are. These products are identifiable as the only uncoded products.

When colour coded product is cut the offcut is also colour coded.

Inspection certificates

Euronorm EN10204 covers test certification. It outlines the type of information to be included in the certification and nominates the testing authority who should conduct and sign-off the test certificates.

Type 3.1 test certificates must contain results of tests actually carried out on the batch of material being certified (type 2 test certificates can contain typical rather than actual values). Personnel independent of production must have carried out the tests and the document must contain a statement that the product complies with the order or with the relevant product specification.

Atlas standard purchasing requirement from mills is for test certification of product to EN10204, 3.1.

Supplier selection

Atlas aims to have a select group of preferred suppliers that have a proven track record for commercial, delivery and quality performance.

The list of suppliers comprises a worldwide network of both mill and stockist specialty metals suppliers. Mills usually provide lower prices, but large overseas stockists can often deliver quicker.

Before a supplier is included on the Atlas approved vendors listing they must satisfy the criteria of quality assurance and product approval processes conducted by the Technical Services Department of Atlas. New suppliers maybe required to submit test samples, which are evaluated for conformance with recognised standard specifications.

Existing suppliers are subjected to random product audits (from product in the warehouses and from evaluation of customer complaints). Procedures also exist within Atlas to monitor price competitiveness, delivery and service quality of all suppliers.

Atlas Project Services



As experienced market leaders, we have grown from specialists in supply and distribution of stainless and specialty metals to providers of a total materials service.

The Atlas Total Materials Service

We offer a total materials service throughout the lifecycle of a project. From inception to clearance, our service involves:

- Supply;
- Logistics;
- Warehousing; and
- Management of all materials; as well as
- Support of ongoing maintenance requirements.

Supply

Atlas Steels draws upon its worldwide network of proven steel mills and specialist distributors, to ensure procurement of the right quality of materials at a competitive rate.

The development and appraisal of our extensive supply network has been carried out over many years. Our supply partners have been evaluated and selected on the basis of: reliability, quality of product, technical support, cost-effectiveness and responsiveness to client needs.

Logistics

We have the logistical knowledge and experience to transport steel and associated materials to all on-site and off-site warehouses and storage locations worldwide.

We have a detailed understanding of land, sea and air transport and insurance, as well as the ability to deal with complex import and customs requirements and negotiations.

And we don't leave deadlines to chance — we see expediting as a critical part of what we do.

Warehousing

Atlas Steels can provide all storage and warehousing infrastructure and personnel on and off-site – throughout the life of the project.

Running a network of warehouses across Australia and New Zealand means that we understand the importance of the right materials reaching the right yard, and appropriate storage that prevents substitution.

Where appropriate, we will offer you the use of an existing Atlas warehouse infrastructure, as well as access to supplier warehouses and stock.

Management

We have more than 70 years of experience in getting materials from the mill to the end-user economically, at just the right time, and meeting clients' quality expectations.

We manage all materials certification and tracking, backed by proven quality assurance processes. Document control is one of the main components of our support activity. SAP is our IT platform, but we also have the flexibility to integrate into any existing client IT system.

We proactively drive each project. We don't leave timely delivery to chance. Expediting is a key part of our service, and conducting regular review meetings means that we keep you informed as to the progress of your project.

Strong relationships with our supply network mean we can also quickly source additional materials should project requirements suddenly change.

The Right People

The Atlas Steels team comprises experienced specialists in sales, operations, marketing, procurement and project management.

Our people possess strong technical knowledge, and they understand the specific requirements of owners, engineering contractors, consultants and construction contractors involved in major projects.

We have fostered the development of a talented pool of project managers who work closely with clients on day to day project implementation.

A Wealth of Project Experience

Atlas Steels has impressive project experience with key industrial and resources markets, including: Oil and Gas, Mining and Minerals Infrastructure, Energy and Water, Pharmaceuticals, Food and Beverage, Transportation, Defence and Petrochemicals. For the most recent project reference list, please contact us.

Typical products sourced for projects						
Product		Plate	Sheet coil strip	Bar	Tube and Fittings	Pipe and fittings
Stainless steel	– Ferritic	✓	✓	✓	✓	✓
	– Austenitic	✓	✓	✓	✓	✓
	– AtlasCR12	✓	✓		✓	
	– Duplex	✓	✓	✓	✓	✓
	– Super austenitic	✓	✓	✓	✓	✓
	– Super duplex	✓	✓	✓	✓	✓
	– Martensitic	✓		✓		
Carbon steel		✓	✓	✓	✓	✓
Low alloy steel				✓	✓	✓
Nickel alloys		✓	✓	✓	✓	✓
Copper-nickel alloys			✓	✓	✓	✓
Aluminium		✓	✓	✓		
Titanium alloys			✓		✓	✓
Q&T steels		✓				

Contact the nearest Atlas Steels branch (ref back cover) for your projects needs.

