MANUFACTURING COMPLIANCE CERTIFICATION PROGRAM

for
Connectors for Cold-Formed Steel Construction

March 15, 2023

Implemented by:
The Steel Framing Industry Association (SFIA)
Members and Associate Members

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No patent rights are implied by participation in the Manufacturing Compliance Certification Program. Nothing contained in the Manufacturing Compliance Certification Program is to be construed as granting any rights, by implication or otherwise, for the manufacture, sale, or use in connection with any method, apparatus or Product covered by letters patent, nor as insuring anyone against liability for infringement of letters patent.
PREFACE

The Steel Framing Industry Association (SFIA) developed the *Manufacturing Compliance Certification Program* to verify that *Products* produced by SFIA member and associate member companies meet certain minimum standards for manufacturing quality.

The use of steel framing *Products* in building construction is an intelligent choice with benefits to the contractor, designer, owner and environment. The SFIA is dedicated to helping all stakeholders in our industry to be more successful by unifying the industry and expanding the market for the use of cold-formed steel framing systems through promotion, advocacy, education and innovation.
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A. General

A1 Scope

The program requirements listed herein are part of a Manufacturing Compliance Certification Program developed by the Steel Framing Industry Association (SFIA) for Connectors of structural and nonstructural cold-formed steel framing. These program requirements are verified by a third party, the Program Administrator (Administrator), and enforced by the Compliance Committee, made up of SFIA members. This Compliance Program forms part of an agreement between participating SFIA member manufacturers (Licensees), the Steel Framing Industry Association (Association) and the Administrator.

Under the Manufacturing Compliance Certification Program, a Licensee certifies that the Connectors it produces meet or exceed its documented manufacturing requirements. The Administrator validates the Licensee’s certification by first reviewing the Licensee’s Product and manufacturing practices and next performing appropriate testing and inspection.

Where there is a conflict between a general requirement and a specific requirement, the specific requirement shall be applicable. Where, in any specific case, different sections of this document specify different requirements, the most restrictive shall govern.

A2 Ownership

The Steel Framing Industry Association (SFIA) owns this Manufacturing Compliance Certification Program. The Administrator is contracted by the Association to perform services as outlined within the program requirements. The Administrator shall seek written approval from the Association before performing any other services determined necessary to administer the Manufacturing Compliance Certification Program.

A3 Eligibility

All Association Connector & Accessory Manufacturers are required to participate within the program requirements. For Licensees with more than one manufacturing plant or facility, each plant or facility producing products must participate in the Manufacturing Compliance Certification Program independently.

A4 Definitions

Where the following terms appear in this program in italics, they shall have the meaning indicated herein. For terms not specifically defined in Section A4, the definitions in AISI S100, AISI S220, AISI S240, or commonly accepted meanings within the context for which they are intended shall govern. A definition in this document supersedes all other definitions.

Administrator. Entity contracted by the Steel Framing Industry Association to carry out the Administrator functions of this Manufacturing Compliance Certification Program. The Administrator shall be accredited in accordance with ISO/IEC 17020.

Applicable Building Codes. The IRC for one- and two-family dwellings or the IBC for all other building structures.

Applicable Standards. Standards referenced in Section A5.

Approved. Approved by the Administrator and/or Compliance Committee.


Auditor. Administrator’s agent who physically conducts facility audits and submits the findings to the Administrator.

Base Steel Thickness. The thickness of the bare steel, exclusive of all coatings.

Certification Label. The Association-owned identifier developed for this Manufacturing Compliance Certification Program. The design and information in the Certification Label is determined by the Compliance Committee in conjunction with the Administrator.

Certified Production Facilities List: A listing of facilities that have been inspected and are authorized by the Administrator to produce Certified Products. The Certified Production Facilities List is maintained by the Administrator and made available through the Administrator’s and Association’s websites.

Certified Products. Products manufactured by the Licensee which are certified to meet the Program requirements.

Compliance Certification. Documentation issued by the Administrator allowing the Licensee to state that the referenced Product meets the requirements of the Compliance Program.

Compliance Committee. A committee comprised of seven (7) Association members appointed by the Association’s Board of Directors. The committee shall be comprised of three (3) manufacturer members, one from each size-category, one contractor member, and one distributor member, plus two (2) additional Connector/Accessory Manufacturer members.

Component. Cut washers, plate washers, screws, bolts, nuts, rivets, stiffeners, cold-formed steel elements, or other parts or elements that comprise a Connector.

Connector. A finished good offered for sale by a manufacturer and defined as a device comprised of one or more Components to transmit forces between a cold-formed steel Structural Member and its support.
Corrective Action. Measures taken to remedy items of non-compliance or Variance.

Day or Days. For purposes of this program’s requirements, the term refers to calendar (not business) days.

Design Thickness. The steel thickness used in design, exclusive of coating. The Design Thickness is used to calculate physical properties and performance, except where AISI S100 indicates otherwise.

Documentation. The data furnished to Substantiate any submittals, quality control Documentation, responses to Variances or Notices of noncompliance, and any and all pertinent claims.

Designated Products: Connector Products include all cold-formed steel Connectors that attach framing members to the structure or to each other.

IAS. International Accreditation Service is a division of the International Code Conference (ICC).

Licensee. A manufacturer of Products who signs license agreements with the Association and the Administrator that permit the manufacturer to participate in the Compliance Program.

Manufacturing Compliance Certification Program. The Program described herein.

Mark or Marking. Identification on individual Product or groups of like Products to meet the requirements of Section D.

Material Specification Sheet. A quality document that indicates the required material specifications for a Connector or Component.

Mil. A unit of measurement equal to 1/1000 inch.

Nonstructural Member. A member in a steel framed system which is limited to a transverse (out-of-plane) load of not more than 10 lb/ft² (240 Pa), a superimposed axial load, exclusive of sheathing materials, of not more than 100 lb/ft (1460 N/m), or a superimposed axial load of not more than 200 lbs (890 N). Nonstructural Members may be Standard or Equivalent as defined herein.

Notice of Non-Compliance. A report from the Administrator to the Licensee indicating that a Product or process is significantly out of compliance with the Program Requirements.

Notify/Notice or Notification. Written (hard copies) correspondence (or the act of) that is physically or electronically transferred between parties.

Product. A Connector or Component.

Product Specification Sheet (PSS). Typically used for buyout items, this is a document and/or drawing that defines the acceptable requirements for a Connector or a Component.
Manufacturing Compliance Certification Program for Connectors

Production Drawing. A drawing that indicates the acceptable geometric configuration, dimensional tolerances, material, surface condition, and labeling requirements of the Connector or Component.

Program Requirements. The requirements of this Compliance Program, as specified herein.

Quality Manual. For the purposes of this document, the Quality Manual shall be taken to define either a single document, or a collection of documents that represent the means and methods that the company uses for its quality program. The Quality Manual shall be in compliance with Appendix B.

Revocation of Compliance Certification. A Notification by the Administrator that a Product manufactured at a particular manufacturing facility fails to meet the Program Requirements. The result of the revocation is that the Licensee no longer has the authority to certify Products at that plant.

SKU. Stock keeping Unit. A code number, typically used as a machine-readable bar code, assigned to a single item of inventory. As part of a system for inventory control, the SKU represents the smallest unit of a Product that can be sold from inventory, purchased, or added to inventory.

Structural Member. A member that resists design loads [factored loads] as required by the applicable building code, except when defined as a nonstructural member.

Substantiate. The process by which the Administrator determines that a Licensee’s certification meets the Program Requirements.

Unit. A package of like or similar Products.

Variance. A minor issue of non-compliance with the Program requiring Corrective Action and resolution.

Work Instruction. A document or drawing that indicates the means and methods of Component production or final assembly requirements for a connector as applicable.

A5 Referenced Standards

The following standards, or portions thereof, are referenced within this compliance program and shall be considered part of the requirements of this program.


AISI S100, North American Specification for the Design of Cold-Formed Steel Structural Members.

AISI S220, North American Standard for Cold-Formed Steel Nonstructural Framing.
AISI S240, North American Standard for Cold-Formed Steel Structural Framing

Applicable Standards under AISI 900 series


   ASTM A370, Standard Test Methods and Definitions for Mechanical Testing of Steel Products.


   ASTM A653/A653M Standard Specification for Steel Sheet, Zinc-Coated (Galvanized) or Zinc-Iron Alloy-Coated (Galvannealed) by the Hot-Dip Process.

   ASTM A1003/A 1003M, Standard Specification for Steel Sheet, Carbon, Metallic- and Nonmetallic-Coated for Cold-Formed Framing Members.

3. American Welding Society (AWS), 550 N.W. LeJeune Road, Miami, FL 33126.


   2021 International Residential Code® (IRC).

5. ICC Evaluation Service (ICC-ES), 5360 Workman Mill Road, Whittier, CA 90601.

   ICC-ES AC261, Acceptance Criteria for Connectors used with Cold-Formed Steel Structural Members.

A6 Administrator Roles and Responsibilities

A6.1 Licensee Application

   Upon receipt of an application from a potential Licensee, the Administrator shall review and respond within thirty (30) days of receipt of the application. The Administrator’s response shall acknowledge receipt of the application and any documents that accompany it, including the required Quality Manual and list of Designated Products and shall indicate whether additional information is required. After review and approval of the applicant’s documents, an initial announced audit shall be scheduled by the Administrator.
Manufacturing Compliance Certification Program for Connectors

The Administrator shall conduct the initial, announced audit of the Licensee’s manufacturing facility within ninety (90) days after receiving a satisfactory application and shall verify that the quality control program in use at the manufacturing facility is the same as is represented by the approved Quality Manual.

A6.2 Designated Products

The Licensee shall provide the Administrator with a list of Designated Products manufactured at each facility to be covered by the Certification Program when applying for the Program and as Products are added. Designated Products will be identified by model/part number and include the list of Components, if applicable.

Changes to the list of Designated Products must be submitted to and Approved by the Administrator prior to the Product being labeled under the program.

A6.3 Certification

The Administrator shall execute a License Agreement with Association members which will authorize use of the Certification Label or Mark, provided the manufacturer continues to demonstrate compliance with the Program Requirements. Compliance shall be verified by the Administrator by conducting manufacturing facility audits, described in Section A6.5, to validate the Licensees’ certification. The Administrator shall control the use of the Association’s Certification Labels or Marks and shall maintain a Certified Production Facilities List on the Administrator’s website.

A6.4 Notification

The Administrator shall Notify Licensees, in writing, concerning audit results and any required Corrective Actions. The Administrator shall Notify Licensees within thirty (30) days of any changes proposed by the Compliance Committee and approved by the Board of Directors, to the Manufacturing Compliance Certification Program. The Notification shall include the dates enforcement will become effective. The Administrator, in conjunction with the Technical Director, will determine and allow reasonable Notice to the manufacturer of the certification program changes. A deadline will be set for all Licensees to become compliant with the program changes.

A6.5 Audits

The initial facility audit will be an announced audit while subsequent audits will be unannounced. Subsequent audits will be conducted semi-annually by the Auditor. Audits shall be performed during regular business hours. The Licensee shall be responsible for providing the Administrator with a list of a plant’s normal business hours, including a schedule of all plant or facility closings and shutdowns, for the Administrator to use in scheduling plant audits. The Administrator shall be Notified of all emergencies or unscheduled closings as soon as possible. The Licensee shall be liable for all expenses incurred by the Administrator for rescheduled audits due to emergency or unscheduled closings. The Licensee shall be responsible for any charges if an Auditor arrives for an unannounced visit when the plant or facility is closed and the Administrator has not been notified.

A designated contact of the Licensee will be responsible for working with the
Auditor during in-facility audits. The Licensee shall identify at least one secondary contact in the event that the primary audit contact is not available when the Auditor arrives. If an audit contact is not available, the Auditor will work with the Licensee’s available knowledgeable personnel to conduct the audit. If the audit cannot be completed, a re-audit will be conducted. The audit contact should be familiar with all production and quality control processes at the plant and shall provide full access to all areas as requested by the Auditor.

When performing audits, the Auditor shall have copies of the Manufacturing Compliance Certification Program, referenced documents, the Licensee’s quality control manual, and any other information submitted by the Licensee to support approval. During manufacturing facility audits, the Auditor shall Verify the following:

a. That the manufacturing facility utilizes the quality control program Approved by the Administrator for participation in the Manufacturing Compliance Certification Program.

b. That the Certified Products being produced are in compliance with those Approved for participation in the Manufacturing Compliance Certification Program.

c. That Product sampling shall comply with the following procedures:
   i. Three individual Connectors, each of a different SKU, shall be randomly selected from inventory.
   ii. Only Designated Products are eligible for selection.
   iii. In the unlikely event that there is no inventory in stock, the Auditor shall select at least three different connectors that are randomly chosen from any stage of production.
   iv. When applicable, cold-formed steel Components that are intended for use with Designated Products or completed cold-formed steel Products that are purchased from a third-party supplier, shall be sampled and tested.

   When applicable, non-cold-formed steel Components or Products must be listed in the Approved Quality Control Manual and shall be checked for compliance with the Approved Quality Control Manual.

Failure to meet the Program Requirements for audit samples with respect to yield, tensile, elongation, coating, and/or thickness shall require that a Notice of Non-compliance be issued and that an action plan be submitted within 10 days to the Administrator. The Administrator shall either accept the Action Plan or work with the Licensee to revise the plan to the Administrator’s satisfaction. Following approval of the action plan by the Administrator, the Licensee shall have 30 days from receipt of approval to implement the plan. The Administrator shall conduct a follow-up audit within 30 days after implementation of the plan to verify compliance and choose three samples of the Product that failed. Failure to meet the Program Requirements for the three re-sampled Products with respect to yield, tensile, elongation, coating, and/or thickness on a follow-up audit shall result in issuance of an additional Notice of Non-Compliance per Section A6.11.
A6.6 Cold-Formed Steel Component Testing

Independent quality control testing shall be performed on randomly selected samples of cold-formed steel Components chosen by the Auditor at the Licensee’s facility. One such Component shall be taken from each of the 3 boxes or cartons as described in A6.5 (d). The Auditor shall select and appropriately Mark the samples so they can identify the origin and verify that the samples are prepared for testing without alteration as set forth in this section. The Licensee shall package the selected samples for shipment to the accredited laboratory. The Auditor will witness the packaging and ship the samples. Samples must be shipped to and tested at the IAS-accredited independent laboratory designated by the Administrator. The Licensee shall be liable for all expenses incurred for quality control testing in conjunction with the audits. Tests shall be conducted on samples selected during the audit and returned to the Administrator for evaluation of the following properties:

a. **Base Steel Thickness** – The samples shall be evaluated for compliance with Section B1.2. The coating shall be removed from the samples as specified in ASTM A90/A90M. The quality documents shall indicate the acceptable minimum bare steel thickness as well as a minimum coated thickness. In addition, if during manufacturing the steel thickness is altered, then the quality documents shall indicate the finished part minimum bare steel thickness.

b. **Mechanical Properties** – Since Connectors often have a geometry, shape, or size that will not permit sampling via a tensile coupon, mechanical properties shall be verified by tracing the box, container, or the smallest packaging Unit back to the final master coil. A physical test for verification of the Product is required or if the raw material is available on the production line, it can be used for testing.

c. **Coatings** – The samples shall be evaluated for compliance with Section B2. Standard zinc/zinc alloy coatings shall be evaluated by weight following the procedures specified in ASTM A90/A90M. Standard aluminum/aluminum alloy coatings shall be evaluated by weight following the procedures specified in ASTM A428/A428M. Other appropriate test standards may be used based on the coating being evaluated. A physical test for verification of the Product is required or if the raw material is available on the production line, it can be used for testing.

d. **Product Shape** – The samples shall be evaluated for compliance with Section C.

e. **Marking** – Products manufactured at the Licensee’s facility, including Products from which the samples were taken, shall be evaluated for compliance with Section D.

A6.7 Reporting

The Administrator shall submit a comprehensive report of the Auditor’s findings to the Licensee following each audit of the Licensee’s manufacturing facilities. All findings of the Auditor shall be discussed with the audit contact or company representative at the time of the on-site audit. The Auditor shall leave behind written, signed notes about the audit. The Administrator shall issue an audit report which contains all official comments and decisions with respect to compliance or non-compliance with the Manufacturing
Compliance Certification Program. The report shall outline any matters requiring clarification or Corrective Action, or any other required action on the part of the Licensee, with deadlines for response. The Auditor’s report detailing the manufacturing facility audit results shall be considered confidential and shall be issued to the Licensee’s designated representative through the Administrator’s office.

At the same time as submission to the Licensee, the Administrator shall submit a confidential copy of the report to the Association’s Technical Director. The Technical Director shall have the authority to over-ride test reports, provided by the Administrator, when the results are clearly an entry error, technical discrepancy, or process failure by the Administrator. The Technical Director shall report any proposed over-ride to the Compliance Committee. If the Compliance Committee does not agree with a specific action by the Technical Director, the results of the report would stand.

The Administrator shall prepare reports about the status of the Compliance Program as requested by the Compliance Committee.

A.6.8 Variance

Any non-compliance with the Program Requirements resulting from an audit will result in the issuance of a Variance as part of the audit report. Licensees must respond to a variance within the time frame stipulated in the audit report. Examples of a variance may include but are not limited to the following:

a. Discrepancies and/or inconsistencies between the Approved quality control manual and the actual practices observed by the Auditor that do not affect Certified Product compliance with the program performance requirements.

b. Lack of records that trace finished goods back to a master coil or a group of master coils used in their manufacture.

c. Failure to follow requirements for Application of Certified Labels or Marks
   i. Incorrectly applying labels to Products not enrolled in the Manufacturing Compliance Certification Program.
   ii. On Products fabricated from material that does not comply with the Program Requirements.
   iii. On Products that do not comply with the dimensional requirements for Certified Products.
   iv. On Certification Labels or Marks used in a manner not permitted by the Program.
   v. Illegible Markings.
   vi. Disregard of Marking requirements (e.g: not including all of the required items, such as manufacturer’s identification).

Unresolved Variances will result in issuance of a Notice of Non-Compliance in accordance with Section A6.11.
A6.9 Certification of Compliance

Association members must apply for Manufacturing Compliance Certification Authorization for each manufacturing facility which manufactures Products within 30 days of joining the Association, or of opening a new facility. In addition, Association Connector Manufacturer Members must receive Manufacturing Compliance Certification Authorization for each manufacturing facility which manufactures products within 180 days of joining the Association or of opening a new facility.

- the date when the Association notifies members that the program is open for enrollment and makes available requisite agreement documents,
- of joining the Association, or
- the opening of a new facility that manufactures Designated Products.

The Administrator shall be responsible for Compliance Certification. To receive Compliance Certification, a potential Licensee must deliver an Approved Quality Manual, submit to the initial manufacturing facility audit, and comply with any other specifications necessary to demonstrate compliance with the Program Requirements. When the Administrator determines that the Program Requirements have been satisfied, they shall issue a Compliance Certification and add that manufacturer’s facility and Certified Products to the Production Facilities List. The Compliance Certification shall include the certification date, Licensee’s name and facility location, and shall be sent to the Licensee and to the Association. The Licensee, upon receiving a Compliance Certification, is permitted to use the Certification Label as Approved in writing by the Administrator (see Section entitled Certification Labels).

When a Manufacturing Compliance Certification Authorization is issued to a Licensee, the Licensee is included on the Certified Production Facilities List which is accessible via the Internet on the Administrator’s website. The Certified Production Facilities List shall contain the following information: the Licensee’s name, facility address and contact information, and list of Certified Products for that facility. Hyperlinks to the Licensee’s website may also be included at the Licensee’s option. Maintenance of the Certified Production Facilities List shall be the responsibility of the Administrator.

A6.10 Notice of Failure

The Licensee shall be sent a Notification of failure if the initial application or initial manufacturing facility audit does not demonstrate compliance with all the Program Requirements. The Notification shall be sent via next Day delivery service or electronic notification with receipt confirmation. The Notice of failure shall include the Licensee’s name, facility location and the reason the applicant did not qualify under the Program Requirements. A list of Corrective Actions that are required shall also be included.

A6.11 Non-compliance

A Notice of Non-Compliance (NONC) with the Program Requirements shall be issued to the Licensee by the Administrator where issues of significant non-compliance exist. Examples of issues of significant non-compliance may include, but are not necessarily limited to, the following:

a. Failure to respond satisfactorily with an itemized action plan within 30 days of
receipt of a Variance to satisfy the minor deficiencies resulting from an audit report.

b. Failure to meet the Program Requirements for audit samples with respect to yield, tensile, elongation, coating, and/or thickness from an audit, including a follow-up audit.

c. Failure to have Connectors available for inspection and sampling for an Auditor when requested during an audit.

d. Failure to permit Auditor to enter manufacturing facility and conduct an audit within 15 minutes of arrival request.

The Notice of Non-Compliance issued to the Licensee by the Administrator shall state the reason(s) for issuance of the Notice of Non-Compliance, the required action(s) that must be taken by the Licensee to correct the items found not to be in compliance, instructions for responding to the Administrator, and a time frame within which an action plan addressing each item of noncompliance must be received by the Administrator in order to avoid the issuance of a Revocation of Compliance Certification.

A6.12 Licensee’s Response

Licensee shall be given a period of 10 days from the date of receipt of the audit report to address failures for audit samples with respect to yield, tensile, elongation, coating, and/or thickness or failure to allow access; and 30 days from the date of receipt of the audit report to address all other Variances listed in the audit report to the satisfaction of the Administrator.

The Administrator shall either accept the Action Plan for Product failure or for a Notice of Non-compliance, or work with the Licensee to revise the plan to the Administrator’s satisfaction. The Administrator shall respond to the Licensee’s Action Plan within 10 days. Following approval of the action plan by the Administrator, the Licensee shall have 30 days from receipt of approval to implement the plan. The Administrator shall conduct a follow-up audit within 30 days after implementation of the plan to verify compliance. If the plan is not Approved, the Licensee shall supply a revised plan within 10 days regardless if a NONC or action plan and the cycle will repeat until resolved.

A6.13 Revocation of Compliance Certification

A manufacturing facility shall be removed from the Production Facilities List maintained by the Administrator when a Revocation of Compliance Certification is issued. The following shall be cause for a Revocation of Compliance Certification:

a. Failure of the Licensee to respond with an Action Plan to a Notice of Non-Compliance after an unannounced audit.

b. Failure to implement an Approved Action Plan once it has been submitted and Approved by the Administrator.

c. Issuance of a Notice of Non-Compliance, including a non-compliance following a follow-up audit on three separate occasions within one twelve-month period.
Example of 3 strikes to Revocation

<table>
<thead>
<tr>
<th>Date</th>
<th>Process</th>
</tr>
</thead>
<tbody>
<tr>
<td>1/1/2015</td>
<td>Inspection performed</td>
</tr>
<tr>
<td>1/20/2015</td>
<td>Letter of Results (LOR) released with failures - NONC issued</td>
</tr>
<tr>
<td>3/10/2015</td>
<td>Resampling performed</td>
</tr>
<tr>
<td>3/30/2015</td>
<td>Letter of Results (LOR) with failures - NONC issued (1st strike)</td>
</tr>
<tr>
<td>7/1/2015</td>
<td>Resampling performed</td>
</tr>
<tr>
<td>7/20/2015</td>
<td>Letter of Results (LOR) released with failures - NONC issued (2nd strike)</td>
</tr>
<tr>
<td>9/1/2015</td>
<td>Resampling performed</td>
</tr>
<tr>
<td>9/15/2015</td>
<td>Letter of Results (LOR) with failures - NONC issued (3rd strike, revocation issued)</td>
</tr>
<tr>
<td>10/1/2015</td>
<td>Issues resolved and reapplied for class of Product</td>
</tr>
<tr>
<td>11/1/2015</td>
<td>Initial inspection was performed</td>
</tr>
<tr>
<td>11/15/2015</td>
<td>Letter of Results (LOR) released with failures - no NONC issued, this is the initial inspection</td>
</tr>
<tr>
<td>1/1/2016</td>
<td>Resampling performed</td>
</tr>
<tr>
<td>1/20/2016</td>
<td>Letter of Results (LOR) with no failures</td>
</tr>
<tr>
<td>1/20/2016</td>
<td>Compliance Certification re-issued</td>
</tr>
</tbody>
</table>

There are two distinct NONCs
1. General
2. Lab testing failure

Note: Both types of NONCs count towards the Revocation.

A Revocation of Compliance Certification issued for a specific manufacturing facility shall affect the individual manufacturing facility operated by the Licensee. Upon receipt of a Revocation of Compliance Certification for a facility, the Licensee shall immediately:

a. Discontinue use of Certification Labels or Marks for all Products.

b. Cease all references to participation in the Compliance Program.

c. Remove all Certification Labels or Marks from Products within the Licensee’s Possession.

Continued use of Certification Labels or Marks after Revocation of Compliance Certification, or false claims of certification will result in suspension/termination of the Licensee’s Association membership.

A Licensee may apply for a new Notice of Compliance Certification as soon as the required Corrective Actions have been taken to remedy any action items listed in the Notice of Non-Compliance. Once the Licensee’s application is received by the Administrator, an unannounced audit will be conducted by the Administrator within 30 days to verify that Corrective Actions have sufficiently addressed issue(s) of Non-Compliance. Certification Labels or Marks are not allowed to be used until a new Compliance Certification is issued. The Licensee may appeal a Revocation of Compliance Certification to the Compliance Committee.
A6.14 Certification Label

The official Certification Label or Mark shall be used by Licensees to identify all Certified Products. It shall also be used on Product literature to identify Certified Products. The Administrator shall have sole authority to authorize use of Certification Labels or Marks on Products or literature.

By applying Certification Labels or Marks, the Licensee is certifying that the Products bearing the label or Mark comply with the Program Requirements and have been manufactured as good-faith reproductions of Products listed on the Administrator’s website.

Only Certification Labels and Marks developed and Approved by the Compliance Committee in conjunction with the Administrator may be applied. Certification Labels or Marks produced or printed by the Licensee must conform to the design specified by the Compliance Committee and must be Approved by the Administrator prior to use. Licensees also have the option of ordering labels from the printer identified by the Association, and the Licensee must submit a copy of the Compliance Certificate with the order. Certification Labels shall be applied at the time and place of manufacture and may be added to other required Markings. The Certification Label or Mark may not be modified by the Licensee without written consent from the Compliance Committee. The Certification Label or Mark may not be used or placed in such a manner as to imply any other endorsements or certifications by the Association or the Administrator. Only Products Approved for certification shall be permitted to have Certification Labels or Marks applied to them.

A6.15 Communications

When changes to the referenced standards take place and are incorporated into the Compliance Program, the Administrator shall Notify Licensees in writing. Notification shall include instructions detailing the process required to maintain Certification approval based upon use of the updated standards.

A6.16 Questions

Questions about the Compliance Program or applicability of specific sections of the Program shall be addressed to the Administrator. If the Compliance Program is not clear on the issue, the Administrator or the Licensee may refer the matter in writing to the Compliance Committee for a written interpretation.

A7 Membership

A manufacturer is required to sign License Agreements with the Association and the Administrator in order to participate in the Manufacturing Compliance Certification Program. The manufacturer agrees to abide by the Program Requirements as set forth in these Program Requirements and other referenced Program documents. The License Agreements shall automatically renew annually provided that the Licensee continues to comply with the Program Requirements as set forth in these Program Requirements, and continues to pay all applicable fees. Failure to comply with the Program Requirements shall constitute a breach of the License Agreements and may result in Revocation of Compliance Certification.
A8 Licensee Roles and Responsibilities

The participating Licensee is a manufacturer of Products who assures that the Certified Products included in the Manufacturing Compliance Certification Program comply with the Program Requirements. The Licensee shall have the following duties and responsibilities:

a. Continuously manufacture Certified Products in compliance with the requirements of the Manufacturing Compliance Certification Program.

b. Maintain an adequate quality control program or programs to ensure that certified structural and nonstructural cold-formed Connectors used with steel framing Products are manufactured in accordance with the Program Requirements. (Minimum quality control requirements for participation in this Program are specified in Section A11.)

c. Provide the Administrator with an annual schedule of plant or facility closings and Notify the Administrator of any changes when they occur.

d. Notify the Administrator immediately of any changes in location, or the addition or deletion of plants or facilities that manufacture or assemble Certified Products.

e. Notify the Administrator of any changes to the list of Designated Products.

f. Permit free access during normal working hours for the Administrator’s Auditor within 15 minutes of his arrival at the facility, and allow him access into the manufacturing areas, warehouse areas, material storage facility areas, and provide the Administrator’s Auditor with any requested quality control records that validate the certification process.

g. Provide a primary and secondary audit contact at each manufacturing plant or facility who will be available to accompany the Auditor throughout the audit process and who has the authority to sign the appropriate audit form.

h. Address all Notices of Non-compliance assigned as a result of the audit process and document Corrective Actions, in writing, to the Administrator within the prescribed timeframes.

i. Apply Certification Labels only as authorized by the Manufacturing Compliance Certification Program.

j. Comply with all Marking and labeling requirements.

k. Pay all applicable fees due the Association or the Administrator, as well as any other costs due as described in the underlying Agreement or in the Manufacturing Compliance Certification Program. Failure to pay fees on a timely basis shall subject Licensee to Revocation of Compliance Certification and may exclude Licensee from the Manufacturing Compliance Certification Program.
A8.1 Marketing

Licensees may use the Certification Label or Mark in marketing when it appears to directly relate to the Manufacturing Compliance Certification Program. The use of the Certification Label or Mark may only be used on pages where all Products represented on that page are Certified. As an alternative, if not all Products on a page are Certified, then a manufacturer is permitted to footnote or otherwise indicate which Products are Certified, and the Certification Label or Mark is not permitted to be broadly displayed on the page. Wherever the Manufacturing Compliance Certification Program is used or referenced in marketing, the Licensee shall include the statement “Check the updated list of Certified Production Facilities and Products on the Administrator’s website.”

Licensees may not use the Certification Label, Mark, marketing and communication materials in any form, per the Program Agreement, Section 3(f) until all appropriate agreements between the manufacturer, the Association and the Administrator are executed, and the Products are qualified under this Program and a Compliance Certification has been issued. Appropriate clarifications, highlights, footnotes, etc. must be used to ensure clarity about which Products are qualified under the Compliance Program and which are not.

No Licensee shall be permitted to use Certification Labels or Marks in future literature if it has received a Revocation of Compliance Certification and has not had all relevant facilities re-certified. The Certification Label or Mark shall not be used to indicate that the Association or the Administrator in any way endorses the Licensee or its Certified Products. The Administrator shall be responsible to review all Product literature and Product websites of each Licensee at the time of the unannounced audits to verify compliance with the Program Requirements.

Licensees that leave the Association or have received a Notice of Revocation to be removed from the Program shall immediately destroy all Certification Labels and remove or destroy any literature, signage or emblems that imply participation in the Program or membership in the Association.

A8.2 Communications

All official communication with the Administration and/or Compliance Committee shall be in writing or by electronic submission. Verbal communications are considered to be not official. All communications concerning the Compliance Certification Program shall be done through the Administrator.

A9 Compliance Committee

A9.1 Roles and Responsibilities

The Association’s Compliance Committee shall be responsible for the maintenance and oversight of the Manufacturing Compliance Certification Program, including but not limited to the following duties:

a. Contract with the Administrator and review periodically the Administrator’s performance.
b. Monitor the Administrator’s records.

c. Formulate general policy to ensure the uniformity and equity of the Compliance Program’s administration.

d. Monitor all Applicable Building Codes and Applicable Standards, and update the Manufacturing Compliance Certification Program as deemed necessary.

The Compliance Committee shall receive periodic reports from the Administrator about the status of the Manufacturing Compliance Certification Program. All reports from the Administrator are to be aggregated and generic to protect the confidentiality of the Licensee, except where required to rule on an appeal. The Compliance Committee shall respond to requests for technical interpretations posed by the Administrator or Licensees. The Compliance Committee shall review appeals from Licensees relative to the Program Requirements or Administrator’s decisions.

**A9.2 Revisions to Standards**

The Compliance Committee shall stay apprised of changes to building codes and standards. The Compliance Committee will implement changes to this program as deemed appropriate.

**A9.3 Review of Appeals**

The Administrator is responsible for the execution of the functions described in these Program Requirements. However, any Licensee may appeal Revocation of Compliance Certification decisions made by the Administrator by sending a written appeal to the Compliance Committee Chairperson, and sending the Administrator a copy within 30 days of receipt of a written Notice of Revocation of Compliance Certification. The appeal shall state the reason(s) that the Licensee is seeking review of the Administrator’s determination.

The Licensee’s written appeal shall contain sufficient information and/or Documentation to accurately identify the factual background, the nature of the dispute and the decision or desired outcome sought. The Administrator shall submit materials to the Compliance Committee supporting their determination within 10 days of the Licensee’s appeal.

The Compliance Committee shall rule on the appeal within fourteen (14) days of receiving the Licensee’s appeal and the Administrator’s materials. In its review of the Licensee’s appeal, the Compliance Committee shall consider input from the appealing Licensee and the Administrator, and may seek and consider input from the Association’s technical staff and legal counsel. Input may also be requested from other qualified individuals or organizations with pertinent laboratory, technical or industry experience.

During the appeal process, the Licensee may not use Certification Labels or Marks on Products. If the Administrator’s decision is sustained by the Compliance Committee, Revocation of Compliance Certification shall continue as per Section A6.13.
A10 Public Communications

The Licensee and the Administrator shall not make any public comments, including statements at Association meetings, on the status of any particular Product or Licensee except to refer all inquiries to the Certified Manufacturing Facilities List. The Association, Licensee and the Administrator are obliged to maintain the confidentiality of proprietary information received from participating companies. This obligation is detailed in the formal agreement between the Association and the Administrator, and in the individual agreements between the Licensee, Administrator and Association. The Administrator shall maintain the Certified Manufacturing Facilities List on its servers. The servers shall be accessible through a seamless link from the SFIA website.

A11 Quality Documentation

All Licensees are required to submit a Quality Control Manual to the Administrator. The Quality Control Manual should document how the Licensee’s quality control program and procedures meet the Compliance Program, including Appendix B. The prospective Licensee shall forward a copy of the Quality Control Manual to the Administrator before the Program applicant is Approved as a Licensee. Each of the Licensee’s manufacturing facilities capable of producing Designated Products shall have on file a physical copy of the Quality Control Manual, Referenced Documents, and the Compliance Program.
B. Materials

B1 Properties

B1.1 Mechanical and Chemical Properties for Cold-Formed Steel Components

Cold-formed steel Components must be manufactured from steel having mechanical and chemical properties suitable for the application and manufacturing requirements, and must be in accordance with a Published Specification as defined by AISI S100. Other Components shall be in compliance with applicable AISI or ASTM standards.

The thickness of cold-formed steel Components shall be suitable for the application and manufacturing requirements. The minimum Base Steel Thickness of any cold-formed steel Component shall not be less than 95% of the Design Thickness.

B1.2 Mechanical and Chemical Properties for Non-Cold-Formed Steel Components

Manufacturers are required to establish and document minimum acceptable mechanical and chemical characteristics for non-cold-formed steel Components essential for their safe and proper use. Manufacturers are also required to establish, document, and implement inspection or other activities necessary to insure that non-cold-formed steel Components meet the established mechanical and chemical characteristics or, where applicable, the specified purchase requirements.

B2 Corrosion Protection

B2.1 Cold-Formed Steel Components used for Structural application.

Materials used for cold-formed steel Components for structural application requires compliance with AISI S240, a minimum of G60 coating or a higher coating specified in the Quality Manual.

B2.2 Cold-Formed Steel Components used for Nonstructural application.

Materials used for cold-formed steel Components for nonstructural application requires compliance with AISI S220, a minimum of G40 coating or equivalent and specified in the Quality Manual.

B2.3 Non-Cold-Formed Steel Components

Corrosion protection must be identified in the quality system Documentation.
C. Final Product

C1 Dimensions

A Product Specification Sheet or Production Drawing shall be provided. Component dimensions shall be given on the Product Specification Sheet or Production Drawing.

C2 Manufacturing Tolerances

Dimensional tolerances of Components shall be given on the Production Drawing or Product Specification Sheet as applicable and is included in the quality control program. Where applicable, tolerances shall comply with appropriate AISI and ASTM standards.

C3 Plant Assembly and Site Installation

Work Instructions shall be provided for assembly of the Connector including related specifications. Manufacturers are also required to provide installation instructions for Connectors. Installation instructions may be given in the Product literature or may be included within the final packaging of the Connector.

C4 Materials

Material requirements for Components or Connectors shall be included in the Production Drawing, the Product Specification Sheet, or the Material Specification Sheet as applicable.
D. **Product Identification**

D1 Nomenclature

Nomenclature shall be as defined in the quality control manual. All catalog and marketing materials must match the nomenclature used in the quality control manual.

D2 **Product Marking**

D2.1 Connectors

D2.1.1 Individual Connectors shall have a legible label, stencil, stamp or embossment with the following minimum information:

1. Manufacturer’s identification (that is, name, logo, or initials)
2. Manufacturer’s Product name and/or number that can be referenced back to the manufacturer’s load tables or literature.

D2.1.2 Bundle of Connectors

1. Manufacturer’s identification (that is, name, logo, or initials)
2. Manufacturer’s Product name and/or number that can be referenced back to the manufacturer’s load tables or literature.
3. SFIA Certification Label must be applied prior to shipping
4. Boxes, containers, or the smallest packaging Unit should be appropriately Marked so that cold-formed steel Components can be traced back to the master coil.

D2.2 Non-Cold-Formed Steel Components

The Licensee must clearly Mark the vendor identification and batch/lot identification, at a minimum, on the master carton or container, but preferably on the smallest packaging Unit as well. Marking shall be defined in the quality control manual.
## Appendix A – Program Version

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Revised Sections</th>
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<tbody>
<tr>
<td>Version 1.0 – Final Draft</td>
<td>02/18/12</td>
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<tr>
<td>Version 1.5 – Revisions</td>
<td>04/15/2013</td>
<td>Definitions, A6.2, A6.6</td>
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<tr>
<td>Version 3.0</td>
<td>March 15, 2023</td>
<td>Revisions to Table of Contents, Definitions, and Sections A5, A6, A8, A10, A11, B1, B2, C, D; added Appendix B. Effective date January 1, 2024</td>
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Appendix B – *Quality Manual* Required Information

- Approval Signatures
- Organization information
  - Manufacturing location
  - Primary and secondary contact information
- Manual review and revisions
- Cross-reference matrix of required information
- *Product* Description
  - *Product* identification
  - In-process quality control
  - Final inspection
  - Nonconforming *Products*
- Traceability
- Production Flow Chart
- *Product* Change Procedure
- Organization Structure and Job Responsibilities
  - Organizational Chart
- *Product* Storage and Handling
- Complaints procedure
- Ordering and Incoming materials
  - Receiving procedures
  - Nonconforming materials
- Measuring and Testing equipment
  - Calibrations
  - Verifications
- Record Retention Policy
- Employee records
- Training records
- Supplier List and *acceptance criteria*

- Quality Control forms
  - Minimum Thickness Chart
  - Materials Receiving Report
  - Production Sheet
  - Quality Control Check Sheet for *Structural Products*
  - Quality Control Check Sheet for *Nonstructural Products*
  - Equipment Verification Log
  - Equipment Calibration Log
  - Customer Complaint Form
  - Training Record form
- *Product* drawings
- List of Profiles for SFIA Certification