

J.A. CRAWFORD CO. QUALITY ASSURANCE PROGRAM

J.A. CRAWFORD CO. Facilities and Administration Information
In business since 1967

Corporate Headquarters:	J.A. CRAWFORD CO. 11813 E. Slauson Ave. Santa Fe Springs, CA 90670	Phone: 562-698-0901 Fax: 562-696-8761 Email: sales@jacrawfordco.com Website: www.jacrawfordco.com Tax ID: 95-2901529 SIC Code: 5059 Incorporated in CA Small Business
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Contacts

President:	Michael B. Keating
Marketing Manager:	Allan Crawford
Quality Coordinator:	Allan Crawford

History, Staff and Principal Products

J.A. CRAWFORD CO. was established in 1967 and is a privately held corporation. The corporation currently employs over 11 people. Approximately 66% are in business administration, customer service and warehousing; the balance holds sales, marketing, and support responsibilities.

J.A. CRAWFORD CO. stocks, distributes and represents products primarily manufactured by Nordson EFD – E. Providence, RI (precision automatic fluid dispensers, fluid metering valves and dispensing accessories), Toagosei America – West Jefferson, OH (Aron Alpha instant adhesives and Arontite anaerobics), and Sauereisen, Inc. – Pittsburgh, PA (corrosion-resistant products, high temperature adhesives & potting materials, and sulfur capping compound).

Facilities

J.A. CRAWFORD CO.'s corporate headquarters and stocking warehouse is located in Santa Fe Springs, CA. Office and warehouse facilities total approximately 6000 sq. ft. Facilities are well maintained. Precautions are taken seriously to assure the upmost in worker safety and security. Appropriate fire protection exists in all areas within our facility, as well.

Business Administrative and Warehousing Capabilities

- Fully staffed customer support, sales marketing, credit and collections, data management, accounting, warehouse operations and business administration departments.
- Networked, Windows-based contact management, distribution and accounting software system.
- Other PC-based support software systems.
- Toll free 800 number for order placement
- E-mail
- Website
- Forklifts, racking and packaging equipment
- Refrigerated warehouse area

Management

J.A. CRAWFORD CO. is directed by its President and team of department managers, supervisors and administrators. The President is responsible for determining policy and providing guidance on all corporate issues and programs, including quality and operating procedures based upon input from the management team.

Our Mission Statement, Value Statement, Quality Policy and Quality Assurance Program are established and been communicated to all levels within the organization.

Responsibility and authority for conducting business in compliance with these statements, policies and systems reside with company managers, supervisors and administrators.

J.A. CRAWFORD CO. is an equal opportunity employer and will not discriminate on the basis of race, creed, religion, color, natural origin, ancestry, age, sex, affect ional or sexual orientation, marital status, atypical heredity, cellular or blood trait, disability (including AIDS or HIV infection) and liability for service in the armed forces or any other legally protected status. J.A. CRAWFORD CO. will make a reasonable accommodation to known physical or mental limitations of qualified applicant or employee with a disability unless the accommodation would impose undue hardship on the operation of its business

The improvement process is managed and implemented through continuous input from department managers, supervisor, administrators and staff personnel. Feedback and comments are eagerly received and reviewed.

Purchase Order Review and Processing

J.A. CRAWFORD CO. maintains an inventory of standard line products manufactured by Nordson EFD, Toagosei America, and Sauereisen, Inc. We have standard operating procedures in place for order taking, processing, picking, packing, shipping, and invoicing for these products.

Storage of products are in strict accordance with manufacturer's recommendations including special handling requirements, temperature, humidity, and shelf life.

Standard items that are not in our warehouse stock or are a special order are requisitioned from manufacturer's stock.

Design Control

Most orders shipped are from manufacturer's standard product line. Exceptions or modifications to manufacturer's standard product line are rare; however, when necessary, special requirements are managed in cooperation with factory managers to ensure accuracy and customer satisfaction. Records of modifications, which require customer signature approval, are maintained through the use of a part numbering system and engineering drawings.

Any changes to an existing product are processed by design control standards policy of the manufacturers.

Document Control

Document control procedures exist for key operating procedures, order processing, picking, packing, shipping, receiving and data processing. Hard copies of order processing notes are maintained for references and quality purposes.

Purchasing

Formal purchasing procedures are in place to manage proper item quantity, part number, and receiving requirements.

Discrepancy procedures are in place and include written notification to the supplier and a follow-up schedule to ensure proper resolution.

Supplier quality records are maintained by the purchasing department.

Product Identification and Traceability

Manufacturer's product is identified by part number, description and lot/batch number.

Discrepancy items are isolated in a separate area until final resolution.

Traceability of product raw material and components used in manufacturing are processed by product identification and traceability policies of the manufacturer.

Process Control

All facilities of J.A. CRAWFORD CO. are maintained to high standards. Facilities are clean and orderly, providing a suitable working environment for personnel and equipment.

Standard operating procedures are in place for the following processes:

- Order taking and process
- Picking, packing and shipping
- Receiving
- Payables and Receivables
- Document Control
- Inventory Control

Inspection and Testing

Visual inspection of incoming items is performed to ensure condition of product.

Procedures are in place at manufacturer's facility to ensure that product meets specification acceptance criteria. Inspection and testing are processed via inspecting and testing procedure policies of the manufacturers.