

# **J.A. CRAWFORD CO. QUALITY MANAGEMENT SYSTEM**

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**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](mailto:sales@jacrawfordco.com)  
Website: [www.jacrawfordco.com](http://www.jacrawfordco.com)  
Tax ID: 95-2901529  
SIC Code: 5059  
Incorporated  
Small Business

Northern California Sales Office:  
J.A. CRAWFORD CO.  
379 Earhart Way  
Livermore, CA 94551

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**Contacts**

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

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**History, Staff and Principal Products**

J.A. CRAWFORD CO. was established in 1967 and is a privately held corporation. The corporation currently employs over 13 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 EFD, Inc. – E. Providence, Rhode Island (precision automatic fluid dispensers, fluid metering valves and dispensing accessories); Elmer's Products, Inc. – Columbus, Ohio (cyanoacrylates, anaerobic, white glue, carpenters glue, polyurethane and hot melt adhesives); and Sauereisen, Inc. – Pittsburgh, PA (high temperature inorganic adhesives and corrosion specialty products).

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**Facilities**

J.A. CRAWFORD CO.'s headquarters and stocking warehouse is located in Santa Fe Springs, CA. Office and warehouse facilities total approximately 6000 sq. ft. Facilities are in acceptable condition. Appropriate fire protection exists in all areas within our facility.

J.A. CRAWFORD CO. leases a sales and marketing office in Livermore, CA.

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**Business Administrative and Warehousing Capabilities**

- Fully staffed customer support, sales marketing, credit and collections, data management, accounting, warehouse operations and business administration departments.
- Networked, Unix based, distribution and accounting software system.
- PC based contact management software system.
- 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 System 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.

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## **Purchase Order Review and Processing**

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

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

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## **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.

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## **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.

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## **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.

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### **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.

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### **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 processing
- Pick, packing and shipping
- Receiving
- Payables and Receivables
- Document Control
- Inventory Control

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### **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.