



# **Quality Safety Standards Manual**

**Version 1.3**

Samson Industrial  
Quality Safety Standards Manual  
Version 1.3

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## Section 1: Overall Scope

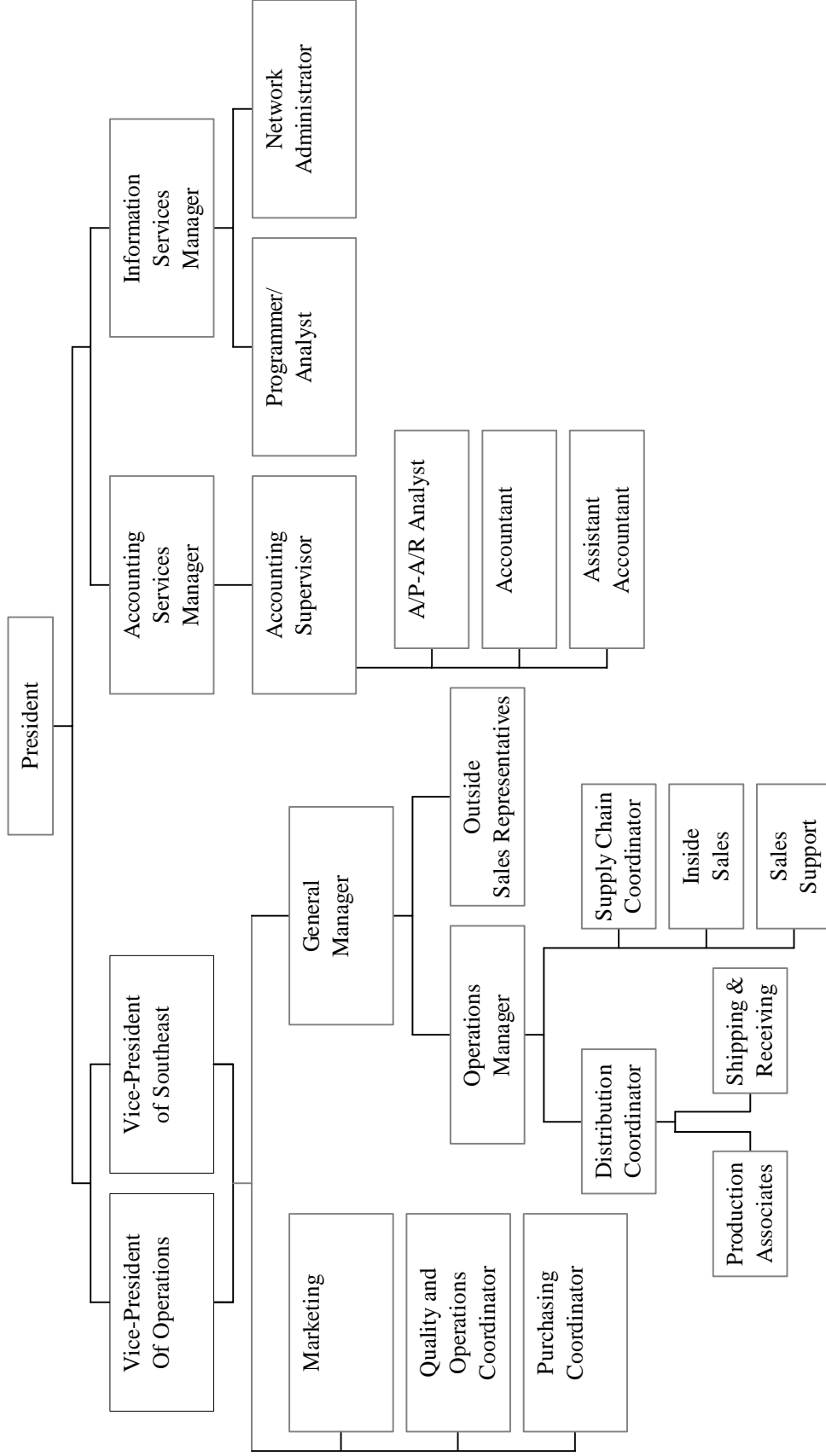
## **1.1 Samson Industrial's Overall Mission**

To build a business that is a National Distributor and Fabricator of Specialty Industrial Supplies by providing the best total value to our Customers, a desirable rate of return to shareholders, and true Career Opportunities to our Employees.

## **1.2 Overall Mission of the Quality Safety Standards Manual**

This manual is designed to support quality throughout Samson Industrial. Samson Industrial's goal is to achieve consistent quality processes throughout the Selection, Storage, Application, Assembly and Distribution phases of our Company

# Organizational Chart



## Section 2: Employee Safety Standards

**2****Quality Safety Standards  
Employee Safety Standards**

Employee safety is of utmost importance to Samson Industrial. Safety regulations as well as safety procedures can be found in the Samson Industrial Safety Manual. The second edition of the Samson Industrial Safety Manual is due to be released at the end of April 2001. This document will outline many of the safety precautions that all employees must adhere to.

**Section 3: Application Requirement—  
Samson Industrial STAMPED Form**

**STAMPED Form**



Company: \_\_\_\_\_

Contact: \_\_\_\_\_

Phone: (\_\_\_\_) \_\_\_\_\_ Fax: (\_\_\_\_) \_\_\_\_\_

E-mail: \_\_\_\_\_

P.O. # \_\_\_\_\_

Terms: \_\_\_\_\_

Size	I.D.	O.D.	Overall Length		Tolerance		
	in./mm	in./mm	ft, in./mm				
Temperature	Material Conveyed			Environmental Temperature			
	Min	Max	Min	Max	Min	Max	
	°F/°C		°F/°C		°F/°C		
Application							
Material /Media	Material Conveyed						
	Internal Media						
	External Environment						
Pressure	Max Working Pressure		Spikes	Vacuum			
	PSI /kPa		PSI/kPa	Inches of Hg/kPa			
Ends	End	Style/Material	Size	Threads/ Bolt Hole Alignment	Orientation	Attachment Methods	Cappe d
	1						Yes No
	2						Yes No
Delivery	Quantity Required:			Date Required:			
	Package Type:						
	Pick Up Date:			Ship Via:			
	Testing Required:	Yes No	Type:				
	Certification Required:	Yes No	Type:				

**Special Requirements:**

## Section 4: Standard Manufacturing/ Working Processes

## 4.1.1

### Quality Safety Standards Composite Hose

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If hose is damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label appropriate products according to type of hose, pressure rating and size.
- Place material in designated location to prevent damage.

#### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of hose, **S**ize refers to the inside dimension hose as well as the length of the hose, and **E**nds refers to the type of fittings to be put on the hose as well as the attachment method.
- Compare the customers' application with a chemical compatibility chart provided by the manufacturer of the hose requested. If the hose that the customer has requested is not suggested, suggest an alternate hose to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the hose to be fabricated.

### **Fabrication—Shop and Sales**

- When fabricating a composite hose, follow all processes and procedures as defined by NAHAD. All NAHAD processes and procedures may be found at their website [www.nahad.org](http://www.nahad.org).
- When fabricating hose, follow all safety instructions supplied by the manufacturer of all equipment used as well as the precautions set forth by Samson Industrial.
- Fabricators of hose should also be knowledgeable about the use and safety precautions of razor knives, measuring devices, pliers, screwdriver, arch punches and all striking devices used with the punches, as well as any other tools used in the fabrication of hose.

### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Gloves should be worn at all times while handling any hose containing metal. Gloves are also suggested to be worn at all other times while fabricating hose..
- Steel -toed footwear is to be worn at all times while in the hose shop.

### **Testing/ Inspection—Shop/ Sales**

- All composite hoses should be pressure-tested before being shipped to the customer. The pressure test should be done within accordance of the NAHAD guidelines, and test certifications should be supplied to the customer. A copy of the test certifications should also be made for internal record keeping. The testing pressure can be found in the hose manufacturer's catalog.

### **Packing and Shipping—Shop**

- Once a line on an order is completed, the hose should be packaged properly to protect the product from damage.
- Once packaged, the hose should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of hose included in that batch. The label should also clearly identify the product; material, size, pressure rating, etc.

## 4.1.2

### Quality Safety Standards Industrial Hose

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If hose is damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label appropriate products according to type of hose, pressure rating and size.
- Place material in designated location to prevent damage.

#### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of hose, **S**ize refers to the inside dimension hose as well as the length of the hose, and **E**nds refers to the type of fittings to be put on the hose as well as the attachment method.
- Compare the customers' application with a chemical compatibility chart provided by the manufacturer of the hose requested. If the hose that the customer has requested is not suggested, suggest an alternate hose to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the hose to be fabricated.

### **Fabrication—Shop and Sales**

- When fabricating an industrial hose, follow all processes and procedures as defined by NAHAD. All NAHAD processes and procedures may be found at their website [www.nahad.org](http://www.nahad.org).
- When fabricating hose, follow all safety instructions supplied by the manufacturer of all equipment used as well as the precautions set forth by Samson Industrial.
- Fabricators of hose should also be knowledgeable about the use and safety precautions of razor knives, measuring devices, pliers, screwdriver, arch punches and all striking devices used with the punches, as well as any other tools used in the fabrication of hose.

### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Gloves should be worn at all times while handling any hose containing metal. Gloves are also suggested to be worn at all other times while fabricating hose..
- Steel-toed footwear is to be worn at all times while in the hose shop.

### **Testing/ Inspection—Shop/ Sales**

- All industrial hoses should be visually inspected to ensure that the proper coupling of hose and fittings has occurred. Once the inspection is complete and everything appears to be good, the product is ready to be shipped.

### **Packing and Shipping—Shop**

- Once a line on an order is completed, the hose should be packaged properly to protect the product from damage.
- Once packaged, the hose should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of hose included in that batch. The label should also clearly identify the product; material, size, pressure rating, etc.

### 4.1.3

## Quality Safety Standards Hydraulic Hose

### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If hose is damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label appropriate products according to type of hose, pressure rating and size.
- Place material in designated location to prevent damage.

### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of hose, **S**ize refers to the inside dimension hose as well as the length of the hose, and **E**nds refers to the type of fittings to be put on the hose as well as the attachment method.
- Compare the customers' application with a compatibility chart provided by the manufacturer of the hose requested. If the hose that the customer has requested is not suggested, suggest an alternate hose to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the hose to be fabricated.

### **Fabrication—Shop and Sales**

- When fabricating an industrial hose, follow all processes and procedures as defined by NAHAD. All NAHAD processes and procedures may be found at their website [www.nahad.org](http://www.nahad.org).
- When fabricating hose, follow all safety instructions supplied by the manufacturer of all equipment used as well as the precautions set forth by Samson Industrial.
- Fabricators of hose should also be knowledgeable about the use and safety precautions of razor knives, measuring devices, pliers, screwdriver, saws, etc. as well as any other tools used in the fabrication of hose.

### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Gloves should be worn at all times while handling any hose containing metal. Gloves are also suggested to be worn at all other times while fabricating hose..
- Steel-toed footwear is to be worn at all times while in the hose shop.

### **Testing/ Inspection—Shop/ Sales**

- Some hydraulic hoses must be pressure-tested. When required, the tester should follow all testing processes and procedures as required by NAHAD. All NAHAD processes and procedures can be found at [www.nahad.com](http://www.nahad.com). The test pressures may be found in the hose manufacturer's catalog.
- All hydraulic hoses should be visually inspected to ensure that the proper coupling of hose and fittings has occurred. Once the inspection is complete and everything appears to be good, the product is ready to be shipped.

### **Packing and Shipping—Shop**

- Once a line on an order is completed, the hose should be packaged properly to protect the product from damage.
- Once packaged, the hose should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of hose included in that batch. The label should also clearly identify the product; material, size, pressure rating, etc.

## 4.1.4

### Quality Safety Standards Teflon-lined Hose

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If hose is damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label appropriate products according to type of hose, pressure rating and size.
- Place material in designated location to prevent damage.

#### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of hose, **S**ize refers to the inside dimension hose as well as the length of the hose, and **E**nds refers to the type of fittings to be put on the hose as well as the attachment method.
- Compare the customers' application with a compatibility chart provided by the manufacturer of the hose requested. If the hose that the customer has requested is not suggested, suggest an alternate hose to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the hose to be fabricated.

### **Fabrication—Shop and Sales**

- When fabricating an industrial hose, follow all processes and procedures as defined by NAHAD. All NAHAD processes and procedures may be found at their website [www.nahad.org](http://www.nahad.org).
- When fabricating hose, follow all safety instructions supplied by the manufacturer of all equipment used as well as the precautions set forth by Samson Industrial.
- Fabricators of hose should also be knowledgeable about the use and safety precautions of razor knives, measuring devices, pliers, screwdriver, saws, etc. as well as any other tools used in the fabrication of hose.

### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Gloves should be worn at all times while handling any hose containing metal. Gloves are also suggested to be worn at all other times while fabricating hose..
- Steel-toed footwear is to be worn at all times while in the hose shop.

### **Testing/ Inspection—Shop/ Sales**

- All Teflon-lined hoses should be pressure-tested before being shipped to the customer. The pressure test should be done within accordance of the NAHAD guidelines, and test certifications should be supplied to the customer. A copy of the test certifications should also be made for internal record keeping. The testing pressure can be found in the hose manufacturer's catalog.

### **Packing and Shipping—Shop**

- Once a line on an order is completed, the hose should be packaged properly to protect the product from damage.
- Once packaged, the hose should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of hose included in that batch. The label should also clearly identify the product; material, size, pressure rating, etc.

## 4.1.5

### Quality Safety Standards Metal Hose

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If hose is damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label appropriate products according to type of hose, pressure rating and size.
- Place material in designated location to prevent damage.

#### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of hose, **S**ize refers to the inside dimension hose as well as the length of the hose, and **E**nds refers to the type of fittings to be put on the hose as well as the attachment method.
- Compare the customers' application with a compatibility chart provided by the manufacturer of the hose requested. If the hose that the customer has requested is not suggested, suggest an alternate hose to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the hose to be fabricated.

### **Fabrication—Shop and Sales**

- When fabricating a metal hose, follow all processes and procedures as defined by NAHAD. All NAHAD processes and procedures may be found at their website [www.nahad.org](http://www.nahad.org).
- When fabricating hose, follow all safety instructions supplied by the manufacturer of all equipment used as well as the precautions set forth by Samson Industrial.
- Fabricators of metal hose MUST be certified in welding.
- Fabricators of hose should also be knowledgeable about the use and safety precautions of razor knives, measuring devices, pliers, screwdriver, saws, etc. as well as any other tools used in the fabrication of hose.

### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Gloves should be worn at all times while handling any hose containing metal. Gloves are also suggested to be worn at all other times while fabricating hose..
- Steel -toed footwear is to be worn at all times while in the hose shop.

### **Testing/ Inspection—Shop/ Sales**

- All metal hoses should be pressure-tested before being shipped to the customer. The pressure test should be done within accordance of the NAHAD guidelines, and test certifications should be supplied to the customer. A copy of the test certifications should also be made for internal record keeping. The testing pressure can be found in the hose manufacturer's catalog.

### **Packing and Shipping—Shop**

- Once a line on an order is completed, the hose should be packaged properly to protect the product from damage.
- Once packaged, the hose should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of hose included in that batch. The label should also clearly identify the product; material, size, pressure rating, etc.

## 4.2

### Quality Safety Standards Conveyor Belting

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If belt is damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label products according to width, length, and lot number when needed.
- Place material in designated location to prevent damage.

#### Application—Sales

- When taking an order from a customer, use the appropriate form
- Compare the customers' application with a product compatibility chart provided by the manufacturer of the material requested. If the material the customer has requested is not suggested, suggest an alternate material to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the belt to be fabricated.
- Once the order is processed, file records a required by Samson Industrial or by the customer.

#### Fabrication—Shop and Sales

- Fabricators of conveyor belts must be trained to use all equipment before they begin the fabrications. All fabricators must follow the use instructions and guidelines for all equipment.
- Anyone using a vulcanizer must follow the instructions set forth by the manufacturer of the machine.
- Anyone using a belt slitter must follow the instructions set forth by the manufacturer of the machine.
- Fabricators of conveyor belts should also be knowledgeable about the use and safety precautions of razor knives, measuring devices, pliers, screwdrivers, grinders, rewinding machines, winches, etc.

- All fabricators should be trained in the safety and use of rigging and rigging hardware prior to the use of such equipment.

### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Eye protection and hardhats should be worn at all times.
- Gloves should be worn at all times while handling any material.
- Steel-toed footwear is to be worn at all times while on the job site
- All employees must be trained in the use and safety precautions of fall protection.
- Employees must also be trained in water safety as well as confined-space work is if applicable.

### **Testing/ Inspection—Shop/ Sales**

- Once the belt has been installed, a test of the belt must be performed. This test consists of inspecting the belt in normal operation. If needed, adjustments to the belt will be made.

### **Packing and Shipping—Shop**

- When packing and shipping conveyor belting material, DO NOT drive nails through the belt to secure the belt in place. Rather, band the belt with banding material, or wrap the belt with an appropriate wrap.

### 4.3.1

## Quality Safety Standards Gasket Materials/ Cut Gaskets

### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If gasket sheets are damaged along the edges, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label appropriate products according to type of material, thickness and size.
- Place material or gaskets in designated location to prevent damage.

### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of gaskets, **S**ize refers to the dimensions of the gasket as well as the thickness of the gaskets, and **E**nds refers to the type of flanges the gasket will be sealing to.
- Compare the customers' application with a chemical compatibility chart provided by the manufacturer of the material requested. If the material the customer has requested is not suggested, suggest an alternate material to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the gasket to be fabricated. The description should be written in the form same form as a lynx part number is written.
  - For example, a 24" OD x 20" ID x 1/8" D8500 gasket entered as a GKFN would yield a configured part number RG/NA-D8500-012/02400/02000, our description of this item should read:  
RING GASKET, NON-ASB, D8500, 1/8" THICK, 24" OD X 20" ID
    - Writing our descriptions in this form will allow us to have conformity in our order lines, and will make items easier to find in the future.
- If a gasket is an odd-shaped gasket that requires a pattern or drawing, try to retain a template or a drawing from the customer. If possible, have a drawing made and stored in GASKCADD system.

### **Fabrication—Shop and Sales**

- When hand cutting ring or full-face gaskets using an Allpax Extension Gasket Cutter, follow the instructions found in the Allpax catalog or on the internet at <http://www.allpaxcorp.com>
- When punching gaskets with a gasket press, follow the instructions found in the users manual provided by the manufacturer of the press. Follow all safety precautions set forth by the manufacturer of the press as well as the precautions set forth by Samson Industrial.
- When cutting gaskets with nibblers or shears, follow all instructions found in the users manual provided by the manufacturer of the cutting device. Follow all safety precautions set forth by the manufacturers of the cutting devices as well as the precautions set forth by Samson Industrial.
- Fabricators of gaskets should also be knowledgeable about the use and safety precautions of razor knives, measuring devices, pliers, screwdriver, arch punches and all striking devices used with the punches, as well as any other tools used in the fabrication of gaskets.

### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Eye protection should be worn at all times when arch punches and striking devices are being used.
- Gloves should be worn at all times while handling any material containing metal. Gloves are also suggested to be worn at all other times while cutting gaskets.
- Steel -toed footwear is to be worn at all times while in the gasket shop.

### **Testing/ Inspection—Shop/ Sales**

- Once the first gasket is cut on an order, the gasket should be measured to assure accuracy. The outside diameter, inside diameter, material, and thickness should always be checked. When applicable, bolt circles and diameters of bolt holes should also be checked. If the gasket measures accurately, move on to the next gasket in the series. If there are more than 5 of the same gaskets on a single line, at least one out of every 5 should be inspected for accuracy.

### **Packing and Shipping—Shop**

- Once a line on an order is completed, the gaskets should be packaged properly to protect the product from damage.
- If the outside diameter of a gasket is over 24”, it should be mounted on cardboard. Mounting on cardboard can be either individually or all on one, depending on customer specifications.
- If the gaskets are smaller than 24”, they may be placed in bags or wrapped to protect the gasket from being damaged or separated from the rest of the line.
- Fragile gaskets should be sandwiched between two layers of cardboard
- Once packaged, the gaskets should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of gaskets included in that batch. The label should also clearly identify the product; material, size, class, etc.

## 4.3.2

### Quality Safety Standards Metal Gaskets

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If the windings are damaged, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label products according to type of material, thickness and size.
- Place material or gaskets in designated location to prevent damage.

#### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of gaskets, **S**ize refers to the dimensions of the gasket as well as the thickness of the gaskets, and **E**nds refers to the type of flanges the gasket will be sealing to.
- Compare the customers' application with a chemical compatibility chart provided by the manufacturer of the material requested. If the material the customer has requested will not work, suggest an alternate material to the customer.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the gasket.
- If a gasket is an odd-shaped gasket that requires a pattern or drawing, try to retain a template or a drawing from the customer. If possible, have a drawing made and stored in GASKCADD system.

#### Personal Safety—All

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Gloves should be worn at all times while handling metal gaskets.
- Steel -toed footwear is to be worn at all times.

**Packing and Shipping—Shop**

- Once a line on an order is completed, the gaskets should be packaged properly to protect the product from damage.
- If the outside diameter of a gasket is over 24”, it should be mounted on cardboard. Mounting on cardboard can be either individually or all on one, depending on customer specifications.
- If the gaskets are smaller than 24”, they may be placed in bags or wrapped to protect the gasket from being damaged or separated from the rest of the line.
- Fragile gaskets should be sandwiched between two layers of cardboard
- Once packaged, the gaskets should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of gaskets included in that batch. The label should also clearly identify the product; material, size, class, etc.

### 4.3.3

## Quality Safety Standards Packing

### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped. If the weight on the actual product shipped doesn't match the PO exactly, contact purchasing to see what they want to do.
- Inspect products for damage. If packages are damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label products according to type of material, thickness and size.
- Place material in designated location to prevent damage.

### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of packing, **S**ize refers to the length of the strand or the weight of the roll, as well as the thickness of the gaskets, and **E**nds refers to the type of flanges the packing will be sealing to.
- Compare the customers' application with a chemical compatibility chart provided by the manufacturer of the material requested. If the material the customer has requested is not suggested, suggest an alternate material to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the packing.

### Fabrication—Shop and Sales

- When fabricating packing, follow all instructions for the equipment used in the process.

**Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the equipment being used, all employees should also adhere to Samson Industrial's safety precautions.
- Eye protection should be worn at all times when striking devices are being used.
- Gloves should be worn at all times while handling any material containing metal. Gloves are also suggested to be worn at all other times while handling packing.
- Steel -toed footwear is to be worn at all times..

**Packing and Shipping—Shop**

- Once a line on an order is completed, the product should be packaged properly to protect the product from damage.
- Once packaged, the products should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity included in that batch. The label should also clearly identify the product; material, size, class, etc.

### 4.3.4

## Quality Safety Standards Mechanical Seals

### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If seals are damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label products according to Style of seal, Metal, Face Combination, Elastomer Seal, and Size.
- Place seals in designated location to prevent damage.

### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - When ordering mechanical seals, customer needs to provide the speed of the shaft that the seal will be on.
- Compare the customers' application with a chemical compatibility chart provided by the manufacturer of the material requested. If the material the customer has requested will not work, suggest an alternate material to the customer.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the seal.

### Fabrication—Shop and Sales

- Mechanical seals are to be assembled only based on manufacturing procedures

**Installation**

- When installing mechanical seals, proper lock-out, tag-out procedures must be followed.
- Proper personal protection equipment must be worn at all times while installing seals.
- Proper training in confined space work, as well as other applicable processes is required.

**Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Eye protection should be worn at all times when mechanical seals are being installed.
- Gloves should be worn at all times.
- Steel -toed footwear is to be worn at all times.

## 4.4.1

### Quality Safety Standards Rigging

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If material is damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label products according to width, length, and lot number when needed.
- Place material in designated location to prevent damage.

#### Application—Sales

- When taking an order from a customer, obtain all information regarding the product needed and the application in which it will be used.
- Compare the customers' application with a product compatibility chart provided by the manufacturer of the material requested. If the material the customer has requested is not suggested, suggest an alternate material to the customer. If the customer persists, notify your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the product to be fabricated.
- Once the order is processed, file records as required by Samson Industrial or by the customer.
- Sales personnel responsible for rigging sales should know and be prepared to teach the safe use and identification of worn or damaged slings, as is covered by OSHA Standard 1910.184 and is described in the Sling Safety section of OSHA's website at <http://www.osha.gov/doc/outreachtraining/htmlfiles/slings.html>

### **Fabrication—Shop and Sales**

- Fabricators of rigging products must be trained to use all equipment before they begin the fabrications. All fabricators must follow the use instructions and guidelines for all equipment.
- Fabricators of rigging material should also be knowledgeable about the use and safety precautions of razor knives, measuring devices, pliers, screwdrivers, grinders, rewinding machines, winches, etc.
- All fabricators should be trained in the safety and use of rigging and rigging hardware prior to the use of such equipment.

### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Eye protection should be worn at all times.
- Gloves should be worn at all times while handling any material.
- Steel-toed footwear is to be worn at all times while on the job site

### **Testing/ Inspection—Shop/ Sales**

- Any rigging product that is fabricated should be inspected by the fabricator prior to leaving the area for shipping or shelf storage. Each sling should be tagged with the load capacity tags for that particular product, which includes the size, length, vertical lifting capacity, basket lifting capacity and choker lifting capacity in pounds for that particular sling..
- Prior to packaging for shipment, each sling is to be visually inspected.
- Nylon webbing comes from the manufacturer with an assigned lot number. Prior to fabricating any slings from that lot number, we fabricate a test sling from that lot and test it to destruction. Upon passing the destruction test, we will fabricate slings from that lot. If the test sling of a lot does not pass the destruction test, the entire lot is rejected and returned to the manufacturer.
- Testing of slings to be shipped will be done at customer's request, not to exceed the working load limit.

## 4.4.2

### Quality Safety Standards Fasteners

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If products are damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Assign a lot number to the package.
- Label products according to type of material, size, and lot number.

#### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**hread **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
  - In the case of fasteners, **P**ressure refers to the grade of the fastener, and **E**nds refers to the head of the fastener.
- Compare the customers' application with a compatibility chart provided by the manufacturer of the material requested. If the material the customer has requested will not work, suggest an alternate material to the customer.
- If a fastener is a special size or application, try to obtain a sample, drawing, or a spec. sheet.
- A torque specification sheet should be available at all times in order to assure the customer of the recommended torque specs.

#### Fabrication—Shop and Sales

- If a fastener requires fabrication, such as cutting a bolt, the person doing the fabrication must be trained in the use of such tools as a chop saw or a band saw.
- If any other fabrication is required, the fabricator must be trained in the use of any equipment needed to accomplish the job.
- In any case where fasteners are involved, the fabricator should wear gloves and eye protection.
- Special attention should also be placed on the ways packages of fasteners are lifted to prevent injury.

**Packing and Shipping—Shop**

- Once a line on an order is completed, the fasteners should be packaged properly to protect the product from damage.
- In the shipping process, pay particular attention to the amount of weight that is packaged in each box or bag. Packages should not exceed 50 pounds, unless being shipped on a pallet or other approved method.

### 4.4.3

## Quality Safety Standards Construction Tools

### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If products are damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label appropriate products according to part number, stock number, etc.
- Place material in designated location to prevent damage.

### Application—Sales

- Compare the customers' application with an application chart provided by the manufacturer of the material requested. If the product the customer has requested is not suggested, suggest an alternate material to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the product..

### Personal Safety—All

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Gloves should be worn at all times while handling any material.
- Steel -toed footwear is to be worn at all times.

### Packing and Shipping—Shop

- Once a line on an order is completed, the products should be packaged properly to protect the product from damage.
- Once packaged, the products should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of items included in that batch. The label should also clearly identify the product

#### 4.4.4

### Quality Safety Standards Personal Protection Equipment (PP&E)

#### Receiving—Shop

- Verify That the Product Shipped Matches the Product Ordered
- Verify that the stocking unit of measure matches the packing slip and the purchase order.
- Verify that the quantity on the packing slip and purchase order matches the quantity shipped.
- Inspect products for damage. If products are damaged, inspect to see the extent of damage, and if substantial, mark the damages on the delivery driver's packing slip. Follow by contacting the purchase order creator to inform them of the problem and then file a freight claim.
- Label products accordingly.
- Place material in designated location to prevent damage.

#### Application—Sales

- When taking an order from a customer, use the **STAMPED** method to obtain the information needed to complete the customers' order accurately.
  - **STAMPED** = **S**ize **T**emperature **A**pplication **M**aterial **P**ressure **E**nds **D**elivery
- Compare the customers' application with a manufacturers suggested usage provided by the manufacturer of the material requested. If the material the customer has requested is not suggested, suggest an alternate material to the customer. If the customer persists, contact your manager.
- Once the order has been taken, a sales order is to be entered containing an adequate description of the product

#### Fabrication—Shop and Sales

- Follow all manufacturer instructions when performing any assembly or storage functions.

#### Testing/ Inspection—Shop/ Sales

- Fall Protection should be load-tested as suggested by the manufacturer of the product. The test should be documented and stored for future use.

**Packing and Shipping—Shop**

- Once a line on an order is completed, the products should be packaged properly to protect the product from damage.
- Once packaged, the products should be labeled with a Samson Industrial label, with the quantity on the label matching exactly the quantity of gaskets included in that batch. The label should also clearly identify the product; material, color, class, etc.

## 4.5

### **Quality Safety Standards Receiving**

#### **Receiving—Shop**

- Overall receiving standards can be found in Appendix B under the Receiving Flow Charts. Receiving is a very detail-oriented process that is best described with the use of a flowchart.
- Individual additions to the receiving process are described under each product sections. Each product has different receiving procedures that need to be adhered to.

#### **Personal Safety—All**

- Along with the safety precautions set forth by the manufacturers of the tools being used, all employees should also adhere to Samson Industrial's safety precautions.
- Gloves should be worn at all times while handling any material.
- Steel-toed footwear is to be worn at all times while on the job site
- Receiving personnel must be knowledgeable about the use of such devices as razor knives, tape guns, etc.
- Receiving personnel should pay special attention to the proper lifting procedures at all times.

## 4.6

### **Quality Safety Standards Distribution**

#### **Shipping and Distribution**

- The distribution phase of our order cycle is one of the most critical. We must assure that the customer receives the product exactly as it was ordered, in new condition, and on time. In order to do this, we must set standards for the distribution of products.
- Each product should be checked by the delivery driver against the delivery ticket for accuracy.
- Each product should be stored on the delivery vehicle in a manner that will not allow the product to be damaged in any way.
- Each product should be delivered to the customer's specified location, and be accompanied by a delivery ticket. The delivery ticket must be signed before the delivery driver leaves.
- On-time delivery must be tracked on a monthly and yearly basis by someone in each branch. These figures are very important in assuring customers of the quality of service they can expect to receive from Samson Industrial.

## Section 5: Employee Standards

## **5.1 Employee Orientation and Training**

All Samson Industrial employees should be given the proper orientation and training on their first day of employment. On the first day of employment, the Operations Manager should handle certain matters. These duties include:

- Allow at least 1 hour to cover employee's packet
- Cover initial safety training, such as forklift training, skills tests, etc.
- Assign an employee (other than a supervisor) to the new employee for 1 week to help the new employee get started

All new employees should also be oriented with "Samson Industrial's Human Resources Policies and Procedures" catalog. This catalog should answer all questions related to Human Resources.

## **5.2 Employee Continuous Training Standards**

Samson Industrial supports the continuous training of all employees. These training processes should include annual skills testing in the area of the employee's concentration. Many of our vendors require that our employees be certified to use their products. For these vendors, we must make sure that all employees working directly with their products be current on certification.

### **5.3 Employee Cross-Training Standards**

Samson Industrial supports the use of cross-training in order to improve our employees' skills. In an effort to cross-train employees as well as to improve our overall business, each area of concentration in a branch should have at least two people who are proficient in the job duties of that area. Cross-training will enable normal business operation to continue smoothly in the absence of the primary employee in that concentration. This will also allow for promotions and transfers of employees to be done without much complication.

## **5.4 Employee Skill Records**

Samson Industrial will keep track of its' employees' skill records. These skill records may include, but are not limited to, vendor training, safety training, previous positions, computer training, etc. These skills will be placed in an employee file for each employee, and will also be presented in a form that will be accessible by anyone in the company. These skill records may be important decision-making attributes for an employee when management is considering promoting an employee.

## Section 6: Cycle Counting Procedures

## Section 6

### Cycle Count Procedures

All inventories must be physically counted at least one time per fiscal year. Certain items may require two or three counts per year depending on the inventory values and movement. The policy for counting inventory is through the process of cycle counting, counting certain product groups at a time, to keep the group of count items relatively small.

A cycle count consists of 7 basic steps:

1. Create count tickets
2. Count the inventory
3. Enter counted quantities
4. Physical Inventory Deviation Report
5. Research deviations
6. Ticket exception list
7. Physical Inventory Adjustments posting.

The details of each of these steps can be found in the Samson Industrial LYNX Reference Guide.

There are some procedures that must be followed prior to and during the cycle count.

#### **Prior to the Count**

- Proper cut-off is imperative. An improper cut-off is one of the primary reasons for errors in a physical count. Make sure all products handed to the customer have been billed or have been added to the count sheet. All inventory on the receiving dock must either be received and counted, or clearly segregated and marked so as not to be counted.
- Eliminate multiple locations for inventory items if possible. If it is not possible, create a plan to make sure all locations of the same item are counted.
- Clearly label all inventory items to be counted. Run new shelf labels if needed.
- Discard any obstruction that could slow the counting process or present unnecessary danger to the counting teams.
- Measure and tag partially used rolls or reels of products with an inventory usage tag.
- Make sure scales are calibrated and accessible.

### **During the Count**

- Remove any previous stickers prior to placing the current counted sticker on an item.
- Use count teams of two people that consist of at least one person with extensive product knowledge of the items being counted.
- The designated person in charge of the count should circulate and “test” the counting accuracy throughout the counting process.
- Count the Will Call area.

These procedures are imperative for a successful and accurate cycle count.

Each stores’ inventory process will be audited at least once a year by an outside audit firm. Upon completion of the audit, the audit firm will either sign off on the stores’ process as being acceptable, or find the store out of compliance and invalidate the count. If the auditor sees necessary, the firm may order a full inventory count to be audited.

## Section 7: Product Quality Preservation

## Section 8: Customer Support

**2****Quality Safety Standards  
Employee Safety Standards**

Employee safety is of utmost importance to Samson Industrial. Safety regulations as well as safety procedures can be found in the Samson Industrial Safety Manual. The second edition of the Samson Industrial Safety Manual is due to be released at the end of April 2001. This document will outline many of the safety precautions that all employees must adhere to.

### **8.3 Customer Problem Resolution Standards**

Customer satisfaction is a top priority of Samson Industrial. Due to this, we must have an avenue for our Customers to voice their concerns and dissatisfactions. By allowing our Customers to voice their complaints, it gives us an opportunity to see where improvements need to be made to better serve our Customers. In order to document our Customer's concerns, as well as to develop a resolution, a Customer Complaint Form and a Customer Resolution Form have been developed.

The Customer Complaint form is required whenever:

- A Customer rejects our product for any reason
- A Customer files a complaint, either verbally or in writing, to anyone in the company
- A Samson Industrial product fails to meet Customer expectations

These forms are to be filled out by either Samson Industrial employees, or by the Customer. All forms are to be submitted to the Operations Manager IMMEDIATELY. The Operations Manager is responsible for the evaluation of the complaint and for its resolution.

The Customer Resolution Form is to follow a Customer Complaint Form within 72 hours. The Customer Resolution Form must include the original problem, and the steps that have been taken to reach a resolution. This form is to be signed by the General Manager, Operations Manager, and where applicable, the appropriate Sales Representative.

**Customer Concern Form**

8.3.1



Customer Name: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Contact Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_  
Location: \_\_\_\_\_  
Title: \_\_\_\_\_

**Area(s) Needing Improvement**

Sales Order Number: \_\_\_\_\_

Line Number: \_\_\_\_\_

**Area Needing Improvement-- Explain in Detail**

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**Can the problem be resolved IMMEDIATELY? Explain in Detail**

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Employee Initiating Form: \_\_\_\_\_ Date: \_\_\_\_\_  
Operations Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
General Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Customer Resolution Form**

8.3.2



Customer Name: \_\_\_\_\_  
Contact: \_\_\_\_\_  
Contact Phone Number: \_\_\_\_\_

Date: \_\_\_\_\_  
Location: \_\_\_\_\_  
Title: \_\_\_\_\_

**Original Customer Concern**

Sales Order Number: \_\_\_\_\_

Line Number: \_\_\_\_\_

**Area Needing Improvement-- Explain in Detail**

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**Steps Taken to Prevent Reoccurrence? Explain in Detail**

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Employee Initiating Form: \_\_\_\_\_ Date: \_\_\_\_\_  
Operations Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
General Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Sales Representative: \_\_\_\_\_ Date: \_\_\_\_\_

## Section 9: Manual Revision Procedures

## Appendix A: Definitions of Key Terms

**Appendix B: Process Flow Charts:  
Samson Industrial Minimum Standards**

**PROCESS: CHECKING IN FREIGHT SHIPMENTS**

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**DATE IMPLEMENTED: June 8, 1999**  
**REVISION DATE: June 8, 1999**

**PAGE 1 OF 1**  
**REVISION #: 1**

**SCOPE:**

To establish a process to check in freight in order to prevent shipment errors and non-conformance materials from entering our normal inventory flow.

**ADMINISTRATION:**

The Shipping and Receiving Coordinator will administer this process.

**PROCESS:**

- I. Check in material against the vendor's packing list.
- II. If there is not packing list:
  - A. Notify vendor and request a faxed copy.
  - B. Use a printed copy of Samson's purchase order as a packing list.
- III. Inspect each item to verify it is not damaged and it is the exact item listed on the packing list.
  - A. Note non-conformance criteria on packing list
- IV. If there is a quantity discrepancy, circle the correct quantity received on the packing list.
- V. Continue the above processes until all items on the shipment have been checked in.
- VI. Review packing list for any non-conformances.
  - A. Place non-conformance items in the "Non-Conformance Area" in our shop.
  - B. Contact Samson purchasing and outline all non-conformances.
- VII. Note all inbound freight charges on the packing list.
- VIII. Match vendors packing list with Samson's purchase order to verify what the vendor shipped is what we ordered.
  - A. Place any discrepancies in the "Non-Conformance Area" in our shop.
  - B. Contact Samson purchasing and outline all non-conformances.
- IX. Circle, initial and date on Samson's purchase order each items quantity received.
- X. Attached vendors packing list to Samson's purchase order.
- XI. Receive shipment in LYNX from Samson's purchase order.
- XII. File purchase order in the "Open Purchase Order" file or the "Closed Purchase Order" file.

**DEVELOPMENTAL TEAM:**

\_\_\_\_\_  
Daryl Freyou

\_\_\_\_\_  
Reginald McGee

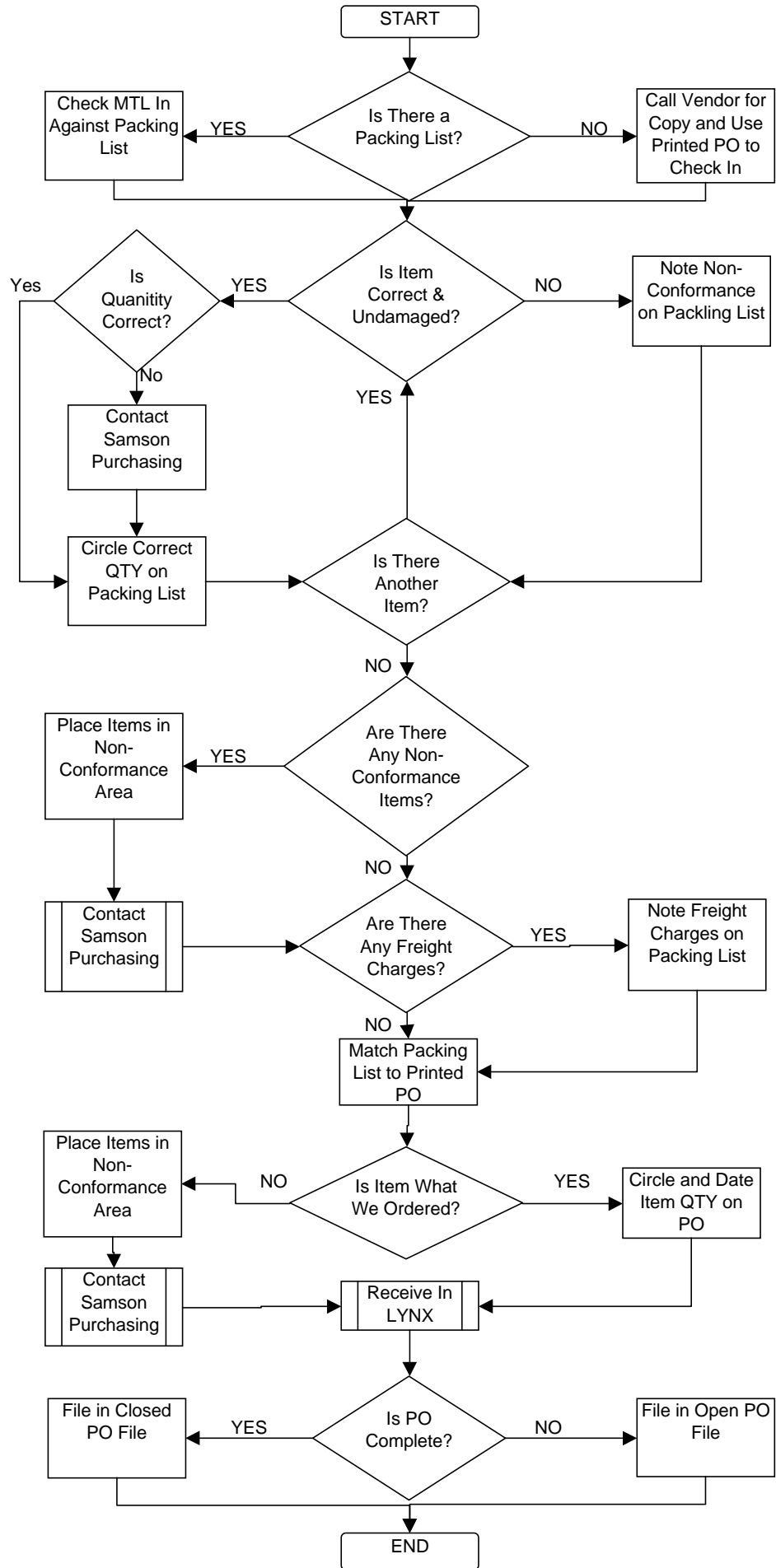
\_\_\_\_\_  
Todd Rothman

APPROVED BY: \_\_\_\_\_  
General Manager

APPROVAL DATE: \_\_\_\_\_



Process: Receiving



**PROCESS: RECEIVING FREIGHT BILLS**

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**DATE IMPLEMENTED: June 8, 1999**  
**REVISION DATE: June 8, 1999**

**PAGE 1 OF 1**  
**REVISION #: 1**

**SCOPE:**

To establish a process to receive freight connected with Bills of Lading.

**ADMINISTRATION:**

The Shipping and Receiving Coordinator will administer this process.

**PROCESS:**

- I. Shipments with no freight bills proceed to the "Checking-In" procedure.
- II. Shipments with freight bills:
  - A. Count the number of packages received.
  - B. On freight bill, circle, initial and date the actual number of packages received.
- III. Incorrect quantity discrepancies:
  - A. Note discrepancy on freight bill
- IV. Visible damaged freight:
  - A. Note damage on freight bill.
  - B. Contact carrier claim center and Samson purchasing.
- V. Sign and date freight bill.

**FORMS:**

NONE

**DEVELOPMENTAL TEAM:**

\_\_\_\_\_  
Daryl Freyou

\_\_\_\_\_  
Reginald McGee

\_\_\_\_\_  
Todd Rothman

APPROVED BY: \_\_\_\_\_  
General Manager

APPROVAL DATE: \_\_\_\_\_

