

James Gang has instituted new process improvements and Quality Control Procedures throughout the production workflow that has improved on-time deliveries by 40% and reduced errors by 65%.

Two main changes we have implemented are 1) A workflow process system called "Trello", and 2) Hired a Quality Control Production Manager, Steve Bellow, who monitors all the screen printing jobs.

Trello is a computer application that allows us to track the progress of the job throughout each step of production. This is important because there are on average 5-7 employees who "touch" the garment in production; with Trello, we can access accurate information in a timely manner in order to serve our customers better.

Each employee responsible for a process in the production can enter details about the job, and anyone can pull up an order to know where to pick up where the job was last left off. We can also use Trello to organize jobs by due date, which helps us stay on top of rush orders.

Additionally, Steve, our Quality Control Manager, has implemented routine best practices that maintains consistency in the quality of the work we produce. One example of this, is our customer service associates approve the prints before we go to full production, and the customer is informed if there are any changes that need to be made or problems that occur prior to the job printing. Another example is each garment is manually inspected as it comes out of the printer for flaws or misprints before the customer is given the product.

Please stop by our location in Ocean Beach (1931 Bacon Street) or [visit our website](#) for more information.



James Gang employees working



Steve Bellows, quality control manager