



# INSPECTION SERVICES FOR CONSUMER PRODUCTS

Monitoring quality at your supply chain

**intertek**  
Total Quality. Assured.

# EXTRA ASSURANCE RELY ON INSPECTION

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By employing an independent inspection and testing entity, quality concerns will be identified and controlled at source.

## Assurance of quality

As production sites can be thousands of miles from your office, on-site inspections help minimize the risk of defective products by ensuring they meet your standards before reaching retail display racks. Our highly trained inspectors check against production processes, workmanship and packing, pinpointing any defects found in raw materials, components, final goods and packing. They offer you that extra layer of confidence throughout the whole supply chain.

## Prevention over cure

It is always better to prevent than to cure. Our inspection program covers your entire production cycle, from raw materials to finished goods, and from factory to loading. Spotting deviations and defects in the initial stages allows you to implement timely corrective measures, thus saving your company from additional costs due to disruption, and protecting your brands from potential issues that might have adverse effects.

## Cost-effectiveness and integrity

With offices in more than 40 locations and major manufacturing countries, our inspection services enable you to conduct on-site checking and assessment without the hassle and cost of business trips all over the world. Professionalism and trust are assured by a strict integrity compliance policy applied to each of our 1,000 inspectors.





**40+** inspection

locations around  
the globe



# PRODUCT EXPERTISE FROM INDEPENDENT THIRD-PARTY INSPECTION

Our inspectors possess extensive inspection knowledge across the entire range of major consumer products. We have relevant inspectors trained to inspect the following categories and more.

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**1,000+** well-trained

inspectors serving brands of  
all sizes and products

### Electrical

- Air Purifiers/ insect killers
- Audio products
- Christmas lights
- Clocks/ watches/ calculators
- Components
- Computer devices
- Conditioning products
- Constructed products
- Dry heating products
- Electronic equipment
- Freezers/ refrigerators
- Hair-styling products
- Incandescent lights
- Massagers
- Microwave ovens
- Motors & heaters
- Power tools
- Sensor lights
- Telephony
- TV/ monitors
- Vacuum cleaners/ air compressors
- Wet heating products
- Wiring devices

### Hardgoods

- Bicycles
- Ceramics, glass & polyresins
- Cosmetics & body-care products
- Furniture
- Gardening tools
- Gasoline tools
- Gas appliances
- Gym apparatus
- Handicrafts & decorations
- Jewellery
- Kitchen utensils
- Light electronic products
- Metal products
- Mobile phone/ tablet cases and accessories
- Natural stone products
- Non-power tools & hardware
- Optical products
- Paper products
- Pet care items
- Plastic products
- Plumbing products
- Sporting and camping products
- Stationery
- Toy & juvenile, baby-care items
- Wood, rattan or wicker products

### Softgoods

- Apparel
  - Children's & baby's clothing
  - Knitwear
  - Sweaters
  - Outerwear
  - Wovens
  - Undergarment
- Fashion accessories, e.g. belts, hats, scarves
- Footwear
- Handbags
- Home textiles
- Leathergoods
- Swimwear fabrics

We also provide Compliance Practitioner Initiative (CPI), a 5-day intensive training course on inspection skills and knowledge.

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We work according to  
ANSI/ASQ Z1.4, BS 6001,  
DIN 40080, ISO 2859 and  
NF X 06-022.

**International sampling standard**

This is a random-sampling inspection method by attribute based on the mathematical theory of probability. This method provides the number of samples to be inspected in a given lot/shipment size. It also provides the specific criteria for acceptance or rejection of a shipment/lot based on the number of defects found and provides a fair assessment to both buyers and suppliers.

Acceptance Quality Limit (AQL) is the minimum percentage of defective product that, for purposes of sampling inspection, can be considered satisfactory as a percentage average. It should be agreed by both buyers and suppliers.



## Pre-production

### Incoming Quality Control (IQC)

Checking of order information against quantity and quality, as well as random checking of quality of raw materials, parts and components.

### Raw materials check

Random inspect raw materials and components for quality and deviation. Sampled raw materials and components can be sent to labs for testing as well.

## During production

### During Production Inspection (DPI)

Random inspection is conducted to check production status, goods deviation, product quality, etc., during initial production.

## First Article Review (FAR)

Inspect of goods quality in pilot production stage and offer corrective suggestions to suppliers if defects/deviations are found.

## Before delivery

### Final Random Inspection (FRI)

This is conducted when production is 100% finished and packed. Based on internationally recognized statistical random sampling techniques, quantity, workmanship, function, size specification, etc., are verified to ensure the required product specifications are met.

### 100% Inspection

All goods are inspected. This is particularly important for goods with high value or limited quantity.

## Sample Picking

Sample selected from production slot can be sent to laboratory for testing or customers for reference, used as shipment sample or other specific uses.

## Loading Supervision

Order details, product information, quantity, container condition and loading procedures are monitored to safeguard last checkpoint before shipping.

## Data required for the inspections

- PO or Packing list
- AQL (Acceptable Quality Limit)
- Factory address and contact details
- The existence (or not existence) of Golden Sample
- Defect criteria. Intertek criteria can be applicable as well
- Product Data Sheet



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