

inspection SOLUTIONS

Whilst Asian countries such as China offer Australian importers and manufacturers an almost unlimited selection of products and considerable cost reductions, **international trade is not without risks.**

Whilst the agreed sample may have met your exacting standards and passed all regulatory requirements, there is no guarantee that the merchandise you receive will be of the same quality. It might not be until you inspect the shipped goods, or worse when customer complaints start pouring in, that you find that the received goods are of poor quality, not operable, or unsafe.

When it is realized at this stage, that the supplier has not complied with the quality and safety criteria previously agreed upon, significant costs are likely to have been incurred, which may include expensive product rework action, the immeasurable cost of the associated damage to your company's reputation or worse, a product recall.

HOW WE CAN HELP

Black and White Engineering Solutions through its division **Audits & Inspections (A&I)** can help to protect your business from the risks associated with importing products from Asia by setting quality specifications that manufacturers can use as a guideline and by conducting pre-shipment inspections to ensure that the goods you receive are in line with the agreed specifications. A&I can also assess the capacity of a supplier to reliably produce your product prior to you placing your order and provide inspection services to local manufacturers.

The aim of all of these services is to provide independent assurance that a specified product is being manufactured in accordance with the agreed specification in addition to the relevant standards and government regulations.

A&I will work with your internal quality assurance or product development personnel to ensure that each stage of the compliance process is properly managed, and problems at the testing and certification stage minimized.



'for all your quality assurance needs'



By engaging us to support your quality assurance needs, you will be able to:

Save on costly recalls and returns

Save on the costs of returning faulty goods to the supplier

Reduce product return rates

Ensure the shipped product meets all compliance requirements

Ensure retail supply deadlines are met by identifying problems prior to shipping.

OUR SERVICES

The company's team of highly qualified engineers, inspectors and support staff can offer the following services necessary to importing products that meet your exacting requirements:

■ **Supplier Evaluation:** This report is used to assess the capacity of a supplier to reliably produce a product and includes a supplier rating and comments on the production controls in place. The information contained in the report can be used to determine the level of competence that can be expected when the product is produced. In visiting the supplier to conduct this assessment, the critical control points identified and agreed on with the customer, can be conveyed to the factory's management. Areas covered by the assessment include: presentation, location, cleanliness, quality management systems, environmental management systems, reporting, communication skills, infrastructure, delivery capacity, financial stability and corporate governance.

YOUR OPTIONS

A&I creates specification

A&I uses A&I spec to conduct inspections

You create specification

A&I uses your spec to conduct inspections

■ **Quality Control and Performance Specification:** with extensive backgrounds in the Australian electrical appliance manufacturing industry, A&I's engineers have over 50 years of experience in implementing quality control protocols. Our quality control and performance specification is a product of this experience, and is a living document that is normally used to direct technical personnel in controlling the critical points of the product both during the manufacturing process and the pre-shipment inspection. The critical control points specified in the QC document are usually identified and agreed on with the customer, and the document is commonly used by overseas manufacturers to control production. In the creation of our standard QC document, both the customer and their supplier are provided with a draft of the QC Specification Document for review, and any changes they request will be incorporated in the final issue of the document, which is then used in conducting pre-shipment inspections.

■ **Pre Shipment Inspections:** A&I have had several years experience in conducting pre-shipment inspections which involve auditing the manufactured product at the supplier prior to it being shipped to the customer. A&I can provide pre-shipment inspections both locally and overseas, and have highly skilled personnel in both Australia and China who can provide this independent inspection service at the nominated manufacturing site. On completion of the inspection, a report containing the data collected during the audit is forwarded to the customer, who can then make the decision whether or not to accept the goods.

■ **Supplier Liaison:** With a team of trained technical staff located in mainland China, A&I are able to offer a supplier liaison service, where our staff are available to assist you in resolving technical issues by visiting your supplier in person, and translating your requirements to them.

Naturally, if you do not need assistance with each of these steps, A&I can also provide assistance only in those areas where it is needed.



a division of Black & White Engineering Solutions Pty Ltd

P: (+612) 9773 7000
E: info@bwes.com.au
www.bwes.com.au