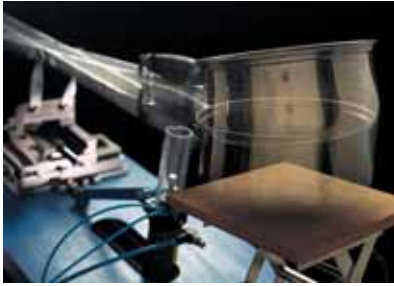


HARDLINES

CONSUMER TESTING SERVICES CAN GIVE
YOUR BUSINESS A COMPETITIVE EDGE





OPTIMISING PRODUCT DESIGN AND MANUFACTURING PROCESSES

QUALITY EXPECTATIONS AND THE RANGE OF SAFETY REQUIREMENTS YOU MUST SATISFY BECOME MORE COMPLEX EVERY DAY.

WE OFFER A COMPLETE RANGE OF SERVICES INCLUDING TESTING, PRODUCT INSPECTION, PROCESS ASSESSMENT AND TECHNICAL ASSISTANCE THAT WORK ACROSS MARKETS AND GEOGRAPHIES.

OUR GLOBAL NETWORK AND EXPERTISE PROVIDE A SINGLE, CONSOLIDATED SOURCE THAT CAN HELP YOU REDUCE RISK, IMPROVE EFFICIENCY AND ENSURE COMPLIANCE TO CONTRACTUAL OR REGULATORY REQUIREMENTS IN ALL YOUR MANUFACTURING, SOURCING, DISTRIBUTION OR RETAILING OPERATIONS.

OUR CONSUMER TESTING SERVICES HELP YOU TO EXCEED THESE CHALLENGES, PROVIDING PEACE OF MIND AND GIVING YOUR BUSINESS A COMPETITIVE EDGE.

Safety, quality and performance are prerequisites for all hardline products. Early detection of faulty design, sub-standard material supply and unreliable production avoids unexpected costs and protects your business and brands. Our comprehensive services help ensure that your products comply with regulations, standards and contractual specifications. This allows you to demonstrate due diligence at an early stage in your supply chain and by reducing delays, enable a faster time to market. Within this vast product segment we handle but are not limited to:

- Home improvement, DIY, hardware
- Housewares, furnishings, furniture
- Toys, juvenile products, premiums, sporting goods
- Personal and home care products
- Automotive parts
- Packaging
- Personal Protective Equipment





The following services are available individually or combined into flexible quality & safety assurance packages.

Testing

Laboratory testing covers intrinsic product safety and performance criteria:

- Materials Testing to confirm suitability of raw materials and components
- Safety Testing to reduce liability exposure by assessing product safety against regulations
- Performance Testing to establish conformity to contractual requirements
- Comparative Testing to benchmark your product against others in the market
- Restricted Substances Testing to ensure compliance with regulatory programs such as food grade or RoHS

Product Certification and Product Approval Marks

Testing by our accredited laboratories, together with factory assessments or product inspections, as appropriate, is the basis for product certifications such as CE marking against EU directives for toys, PPE, GS mark, North American and Chinese CCC approval.

Inspection

Product inspection programs are tailored to fit the risk profile of your products and can include visual and technical evaluations of statistically selected samples:

- Final Random Inspection covers product appearance, workmanship quality, size measurements, functional application, assortment, accessories, quantity check, labelling and packing. We follow the inspection method according to ANSI/ASQC Z1.4 (ISO 2859-1) and issue detailed inspection reports based on defined AQL's. Inspection certificates are issued if a stipulation in letters of credit
- Pre-Production Check reduces the risk that production is jeopardised by sub-standard supply of material and components
- Initial Production Check permits timely corrections of any non-conformities detected
- During Production Check allows evaluation of the average product quality during manufacturing

Assessment

Our assessments can involve a comprehensive evaluation or an abridged gap analysis on the following criteria:

- Code of Conduct Assessment covers working conditions and social responsibility to international standards or your own corporate compliance requirements such as ETI, ICTI, ICS, WRAP or other
- Factory Quality Assessment allows you to verify the capability of a manufacturer to meet contractual conditions for safety, quality, performance, quantity and delivery terms
- Security throughout the supply chain according to CTPAT and other stringent security measures

Technical Assistance

Additional customised services are available:

- Regulatory Advisory Service provides information on legal requirements, standards and quality specifications for defined products and markets
- Training on quality assurance principles, market requirements, corporate social compliance and other topics
- Product design and hazard evaluations
- Development of bespoke QA programmes

SGS, the world leader in verification, testing and certification, offers services to all industries. Consumer Testing Services (CTS) covers the total supply chain with a wide range of services in all major production and retail countries for all consumer products and services.

SOFTLINES

We test and inspect all textiles from yarn and fabric, to garments, home textiles, footwear and speciality textiles. Our services cover material performance and appearance, prohibited substances and workmanship quality. Assessments for social accountability, security measures and manufacturing quality are recommended to initiate regulatory and contractual compliance at an early stage.



HARDLINES

Our services covering housewares, toys, hardware, automotive parts, packaging and other hardline products are focused on compliance to safety, other mandatory regulations and performance requirements. Within this vast product segment, we adapt our services to specific products and retail markets.

ELECTRICALS & ELECTRONICS

The services for electrical appliances, electronic and telecommunication equipment help incorporate regulations and critical manufacturing criteria at the development stage. Furthermore, they can monitor their compliance during production and secure certification marks indispensable for accessing major markets.

FOOD

Throughout the whole food supply chain from primary production and processing, to retailing and catering, we offer individual risk assessment, testing and inspection services focused on safety and quality issues as well as customised supply chain monitoring and private label support.



To Stay Informed, Subscribe to our Publications

Our free newsletter Consumer Compact covers international trade, product news and best practice as well as bringing you stories about our activities, case studies and industry articles for those seeking to stay informed.

SafeGuards are our separate technical bulletin, written by SGS experts on new standards, regulations and test methods. It is published most weeks. Each bulletin discusses each topic in greater, more technical detail.

All publications are free of charge and available for subscription at www.sgs.com/ConsumerSubscribe

For further information contact the editorial team on Consumercompact@sgs.com

Asia – Hong Kong Tel: +852 2334 4481 Fax: +852 21447001
email: mktg.hk@sgs.com

Europe – London Tel: +44 20 8998 2171 Fax: +44 20 8997 9723
email: ukenquires@sgs.com

Africa & Middle East – Turkey Tel: +90 212 225 0024 Fax: +90 212 296 47 82
email: sgs.turkey@sgs.com

Americas – USA. Tel: +1 973 575 5252 Fax: +1 973 575 1193
email: Marketing.CTS.US@sgs.com

SGS CTS services can be obtained individually or combined according to your needs. In order to find out how to use our services most efficiently and economically we invite you to contact the nearest SGS Consumer Testing Services office or access our website

www.sgs.com