

CONSUMER TESTING SERVICES
ELECTRICAL & ELECTRONICS
INSPECTION SERVICES



GLOBAL **PRODUCT INSPECTION** SOLUTIONS

FOR **ELECTRICAL & ELECTRONICS**

SGS

LOCALLY AVAILABLE WORLDWIDE

Electrical and electronic product manufacturers and retailers are under increasing pressure from clued up consumers who know about sustainability, energy efficiency and green issues. Partner with SGS to deliver well designed, desirable goods that are trusted for real life whilst ensuring quality, safety and sustainability for retailers and consumers.

WHO IS SGS?

SGS is the world's leading inspection, verification, testing and certification company. SGS is recognised as the global benchmark for quality and integrity. With **80,000 employees**, SGS operates a network of over **1,650 offices** and laboratories around the world. As a result, our expertise provides a single consolidated source to reduce your risk, improve efficiency and quality, and ensure compliance.

SOLUTIONS

- Hazardous substances
- Product safety
- EMC (Electromagnetic Compatibility)
- Audit & certification
- Performance & reliability
- Product inspection
- Sustainability (ErP - Energy related Products, Ecodesign, Energy Efficiency, PEP - Product Environmental Profile, etc.)

NEW MARKETS AND PRODUCTS

- Electro medical devices
- Wireless devices & applications
- Photovoltaic modules

COVERING ALL CONSUMER ELECTRONICS

- Household appliances
- Luminaries
- Batteries
- Power supplies
- Information Technology (IT)
- Audio/video equipment
- Power tools
- Automotive parts

THINKING SUSTAINABLY

Across our global network of sustainability experts we can support your company in its strategy by offering a range of services covering the environmental, safety and social aspects of sustainability:

- Restricted substances management
- Social responsibility solutions
- Ecodesign services



SGS INSPECTION SERVICES

OUR CORE INSPECTION BUSINESS

We are capable of providing a wide range of quality inspection services that ensure products comply with regulations, standards and contractual specifications.

- **IPC** (Initial Production Check) - analysis of component, material, and product quality at the beginning of production
- **DUPRO** (During Production Check) - analysis of components, materials, and product quality during production
- **FRI** (Final Random Inspection) - inspection of randomly selected samples after production is completed to ensure the final product meets specifications
- **LS** (Loading Supervision) - verify the product and check the shipment quantity before a shipment.



WHY ARE WE THE BEST?

A large network of inspectors and auditors worldwide with:

- Highly trained inspectors and auditors
- Experience (we perform tens of thousands of inspections & audits every year)
- Local availability
- Fast processing/low travel costs/fewer delays
- Follow-ups that provide continuous improvement
- Widely recognised reports
- Customer-care based modules
- Risk protection

SGS ELECTRICAL & ELECTRONICS

Our reputation as industry leaders is backed by our industries-specific inspection modules and further individual inspection packages that can be tailored to suit your unique needs.

- The **Quality Assurance Programme (QAP)** focuses on retailers and importers
- The **Quality Improvement Programme (QIP)** is aimed at suppliers and manufacturers
- In addition to QIP and QAP, we also provide comprehensive **individual customer modules**, to ensure your needs are met for all inspection steps

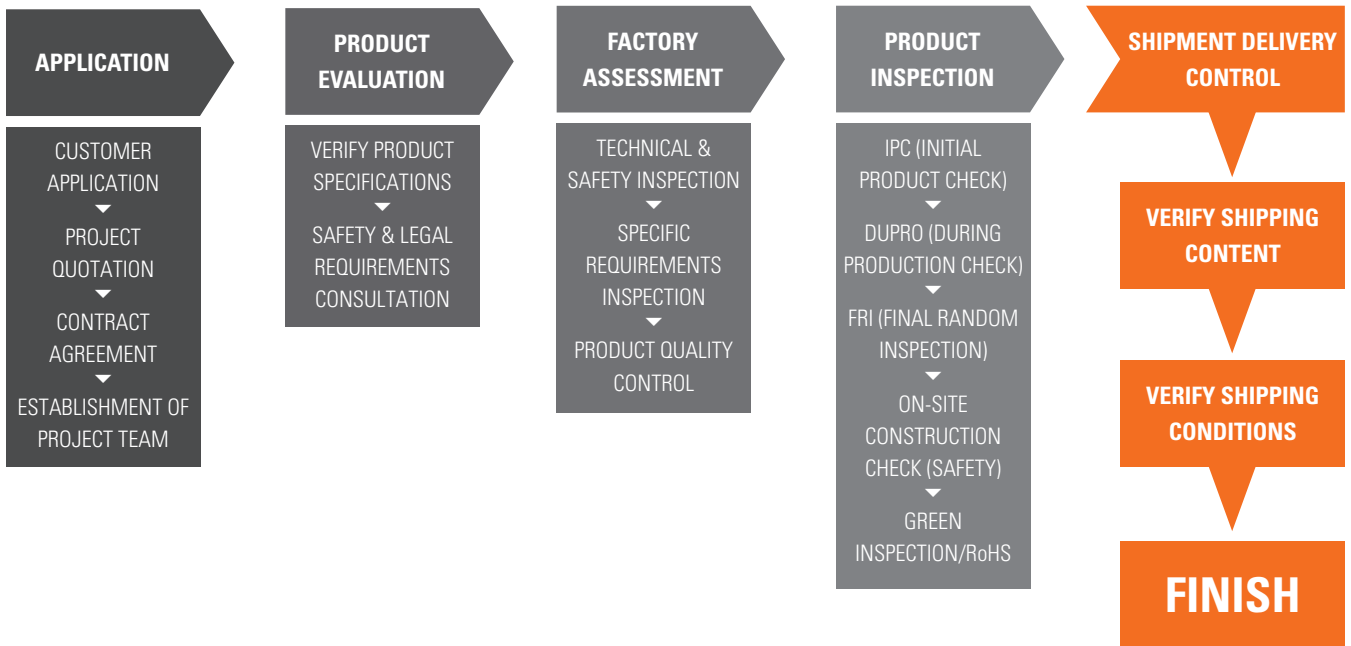
YOUR BENEFITS

- Create/maintain a high-end, high-value product line
- Stay on budget
- Develop a strong concept of quality and improve brand image
- Assess factory capability
- Validate supplier quality
- Create a valuable relationship with a supplier or factory
- Discover causes of non-conformity and prevent them from occurring
- Mitigate other potential risks and avoid product recalls
- Deliver product lines on a tight schedule and achieve fast time-to-market

QUALITY ASSURANCE PROGRAMME

RETAILERS & IMPORTERS

SGS' Quality Assurance Programme (QAP) ensures there is no flaw in a product's design and that the production and delivery systems are functioning efficiently. Through product evaluation, factory assessment, product inspection and shipment control, QAP is an effective method for manufacturers to identify potential production pitfalls, allowing for a faster time-to-market.



SUPPLIERS & MANUFACTURERS

While the QAP will identify effective ways to improve product quality, through the Quality Improvement Programme (QIP), **SGS will assume responsibility for implementing the solutions.** It is one thing to identify a problem and another to effectively solve it. QIP allows SGS to become deeply involved in the entire process and give its clients increased control over product design and quality.

To succeed in the QIP, SGS utilises a thorough gap analysis method that applies practical tools, such as: Quality Management Systems (QMS), operations management, organisation audit, data analysis and Process Failure Modes Effect Analysis (PFMEA) to identify the root causes of product flaws and defects and address them.



QUALITY IMPROVEMENT PROGRAMME



INDIVIDUAL CUSTOMER MODULES

BEYOND QAP & QIP

Combined with our Quality Assurance Programme, we also offer you comprehensive Customer Quality Assurance Management (CQAM), which ensures that your needs are met during all inspection steps.

MODULE 1 - NEW PRODUCT DEVELOPMENT FOLLOW UP

This module provides a follow-up service to clients who place an order with their supplier. As a QA (Quality Assurance) representative, SGS monitors the state of a product during all stages:

Design Stage



Product Review



Pilot Run



ECN (Engineering Change Notice)



Tracking

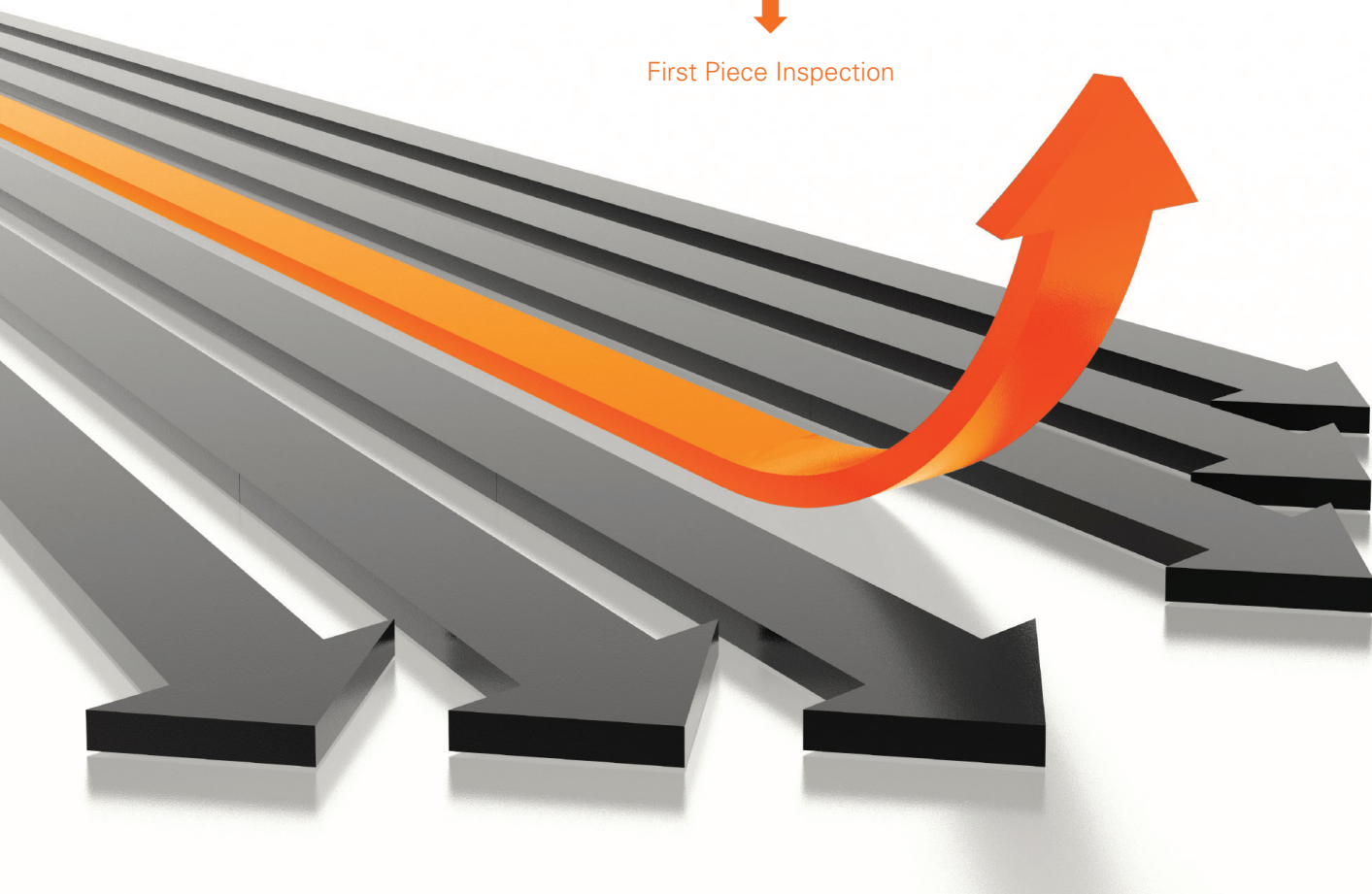


First Piece Inspection

This follow-up process covers all major milestones of the product and ensures that tight control of the entire process is maintained. The results of the follow-up are made available to the client.

MODULE 2 - FIRE FIGHTING CUSTOMER COMPLAINT CASES

This module investigates the root cause of a complaint case and provides a "solution plan" to solve high field-call rate, the scrap rate and issues concerning compliance.



CONNECT WITH **SGS**

We identify the applicable regulations and standards for each of your specific products and target markets. We can help you reduce risk, improve efficiency and ensure compliance to contractual or regulatory requirements in all your manufacturing, sourcing, distribution and retailing operations.

STAY UP TO DATE

As you consider your company's compliance challenges, let SGS help you to make the best decisions for your business.

To keep abreast of the developments reshaping your industry sector, subscribe to our free publications at: www.sgs.com/subscribe.

CONTACT US

SGS is your global partner to provide you with tailored services and consulting solutions that meet your needs, objectives and budget.

For more information on how our E&E services can help your business, visit: www.sgs.com/ee or contact us at: ee.global@sgs.com.



**SGS IS THE WORLD'S LEADING
INSPECTION, VERIFICATION, TESTING
AND CERTIFICATION COMPANY.**

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WHEN YOU NEED TO BE SURE

SGS