

Services for retailers and importers

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Full "source control"

As importer of products from the Far East you have to face a complicated web of regulations and requirements.

Above that, it is crucial for your business that the delivered goods will meet your expected value for money!

Most probably you have experienced more than once that every little event can cause painful delays and costs within the total supply process.

With the presence of testing facilities and expertise on the right locations, Kiwa is able to offer you a variety of services, all in order to control and improve the performance of your suppliers and so, to improve your sourcing process!

Your tools are our experts

Especially for retailers and importers we have developed service packages in those market areas where Kiwa is master in command with over 75 years of experience!

These market areas are:

1. **Gas related products and appliances**
2. **Sanitary appliances and components**
3. **Construction and building products**
4. **Electrical and electronic products**

Specifications review

In order to avoid disappointing misunderstanding during any stage of the buying process, it is important to mention all legal (and quality) requirements right from the beginning, so already in the enquiry that will be sent to the applicable manufacturers.

This looks easy but is complex!

For instance: There is a huge variation on gasses and gas qualities, delivered in the different EU countries!

With regards to the EU regulations, Kiwa knows which requirements are applicable for most countries, for almost all kind of appliances and also its components. Based on your product information, we can exactly create the overview of the requirements that should be mentioned in the enquiries. Besides of requirements we can perfectly assist you in defining the product specifications in case you are not entirely familiar with the applicable products.

Review of the (compulsory) technical file

Does the manufacturer has the legally required technical file that shows conformity with the requirements?

Review on the complete technical file of the factory. Check if the file is complete, reasonably update and check if the file covers all different requirements for the applicable countries.

This is a review in order to determine if all legally required documents and compliance evidence is available

Construction Review of (pre) selected model(s)

In some cases, there might be a choice between different manufacturers and - or models. In those situations it is logical that you want to select the model / manufacturer that offers highest value for money and- or highest grade of security (so that model that has lowest grade of economic risks). A brief construction of the models might then be a very usefull service.

Of course if there is only one model / sample available and there are doubts if the product will comply with the applicable requirements, this service results in a reasonable impression of the product.

Initial (second party) factory audit

Before issuing a purchase order and especially in those cases when there is hardly any experience with a certain manufacturer it could be extremely helpful if you are sure that this potential supplier has the applicable (and legally requested) testing equipment during production, has the right knowledge, has the right treatment of components and materials, has a reasonable quality system, etc. All these aspects can be investigated during an initial factory audit on your behalf.

Initial (second party) factory audit

P/O has been issued, after a while the final sample for approval reaches your desk, now it is time to give full approval to start mass production..... next to all detailed aspects like packing, labelling, etc, you would like to know if the product is exactly as you want it, Is the product according to the specification and the Technical File? The limited compliance test will give a good indication if this is the case.

Especially when this sample is used as "Golden Sample" it is of essential importance that this sample has a "golden value"!

Full type testing and certification

In many cases, manufacturers may not have any (CE) approval at all, but for economic reasons it is worth to support the supplier to reach this by means for full type testing and arranging the applicable Certification.

In most cases, certification consists of the combination of type testing with positive result, a certification agreement between Kiwa and the Manufacturer and a surveillance agreement. The factory also must be inspected then with a positive result.

On site inspections: (DuPro and FRI)

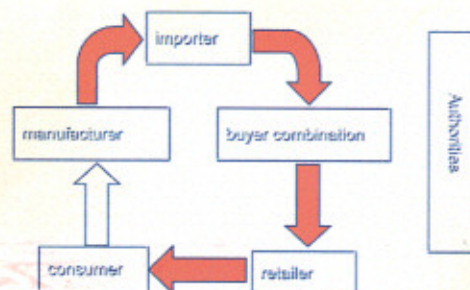
When production has been started up, it is important to know if the factory uses the right materials and components, to check if all raw materials are already available and to confirm that the factory carries out the appropriate tests that are (legally) required in order to ensure safety. These aspects will be, amongst others, highlighted during a During Production (DuPro) Inspection.

Before sealing the container and in order to fulfil optional conditions of the L/C we can carry out inspections in order to determine if the products are in compliance with the specifications and if the products have a reasonable quality level.

In many situations, an FRI report with positive result from a third party is a conditional document to release the L/C. Kiwa is such third party with extensive expertise in gas, sanitary and building products.

How to start

Let's discuss this together! We propose to arrange a meeting soon where we can discuss the proposed services one by one. Agree upon communication and see if we can start with one or more pilot projects.



Kiwa:

Expertise to improve quality

Kiwa is an independent highly qualified organization having certification as its core business. This is being supported by inspection, testing, technology, training and consultancy. Clients are (public) utilities, (local) government agencies, manufacturing and process industries, (business) services and (international) organizations.

Kiwa is active in over forty countries. Kiwa has offices in the Netherlands, Germany, Belgium, Italy, Scandinavia, the United Kingdom, Turkey and China which offer all of Kiwa's service.

Our experts on Energy Related Products are located in:

- Apeldoorn, the Netherlands
- Cheltenham, United Kingdom
- Guangzhou, China
- San Vendemiano, Italy
- Istanbul, Turkey

Our experts on Sanitary Appliances are located in:

- Rijswijk, the Netherlands
- Chepstow, United Kingdom
- Guangzhou, China
- San Vendemiano, Italy
- Osby, Sweden,

Our experts on Constructional and Building Products are located in:

- Rijswijk, the Netherlands
- Chepstow, United Kingdom
- Hamburg, Germany
- San Vendemiano, Italy
- Istanbul, Turkey