

Service reference				
Product name	PO103488 FRY PANS			
Service No.	120920C4	Client order reference No.	[Confidential]	
Supplier name	[Confidential]			
Service location	Zhejiang, China			
Order quantity	4,200 sets	Sample size	200 pcs	
Reference sample?	No	Service date	Sep. 27, 2012	





Result overview										
Part	Checkpoints	Result	Comments							
1	Production status	Hold	- 100% finished. - 57% fully packed instead of 80% required by client.							
2	Export packing	Passed								
3	Inner packing	Hold	- Factory used small polyfoam instead of cardboard between the two pans. - The handle end is not fully wrapped in shrink film.							
4	Product	Hold	- The handle is not as inclined as required by client.							
5	Number of defects vs. AQL	Passed	Number of defects found is			below	the AQL limits.			
			Level	Customized	Critical	0	Major	2.5	Minor	4.0
			Max tolerance:		0		10		14	
			Found		0		3		9	
6	Sample pick-up	N/A								
FINAL RESULT		HOLD								
		THE CLIENT WILL TAKE A DECISION.								

Part 1: Production status				
1.1 Requirement about production quantity (Do not abort inspection unless you can really check nothing)				
Production status requirement from client: 100% of order quantity finished & at least 80% fully packed.			Sampling	
100	% Quantity finished.	Hold	It should be possible to count cartons precisely.	Yes
57	% Quantity fully packed.		All the finished products should be available for sampling.	Yes

1.2 Production status details									
	Reference	Ordered quantity	Lot size for inspection	Unfinished quantity	Finished quantity		Sampling from:		
					Unpacked	Packed	Unpacked	Packed	Carton numbers
No. of pcs	[Confidential]	4200sets	2400sets	0	1800sets	2400sets	0	200pcs	No ctn numbers.
No. of ctns		700	400			400		34	

Part 2: Export packing							
2.1 Checkpoints							
Checkpoint	Standard	Sampling	Result	Comments			
Packing method/ content	Report actual finding. It should conform to the marking on carton or client's requirement	All picked boxes	Passed	Each set is wrapped in shrink film, 1 set in 1 white box, 6 white boxes per export carton.			
Gross weight (kg)	Report actual finding. It should conform to the marking on carton or client's requirement	2 ctn/ref	Passed	Reference	Written on shipping marks	Finding in production	
				[Confidential]	14.46 kg	15.63 kg	
Dimensions	Report actual finding. It should conform to the marking on carton or client's requirement	2 ctn/ref	Passed	Reference	Written on shipping marks	Finding in production	
				[Confidential]	62×48×32 cm	61.5×49×33 cm	
Barcode scan	Scan barcode and compare result with actual printed number and specifications from client.	5 ctns/ref	N/A	Reference	Specification	Actual barcode No.	Scan result
				[Confidential]	N/A	N/A	N/A
Free-fall carton drop test	10 times (1 corner / 3 edges / 6 sides)		2 ctns/ref	Passed	Dropped from 61cm high. No damage on the products.		
	Carton GW	Drop height					
	1-9kg	76cm					
	10-18kg	61cm					
	19-27kg	46cm					

Carton information	Report actual finding	All picked cartons	Passed	Smell	Dryness	Filling
				☒ No smell.	☒ Dry	☒ Yes, correct
				☐ Strong smell.	☐ Humid	☐ No, too empty
				☐ Irritating smell	☐ Wet	☐ No, too full
				Walls	Fastening	Sealing
				☐ 3 ply (1 wall)	☒ Staples	☒ Regular
				☒ 5 ply (2 walls)	☐ Glue	☐ Reinforced
				☐ 7 ply (3 walls)	☐ Other	☐ Security / printed
				Binding	Protective sheet	Safety marking
				☐ None	☒ None	☐ Fragile
				☒ Nylon bands	☐ Top	☐ Keep upright
				☐ Metal bands	☐ Bottom	☒ Other

Part 3: Inner packing							
3.1 Checkpoints							
Checkpoint	Standard	Sampling	Result	Comments			
Inner packing method/ content	Report actual finding. It should conform to the marking on carton or client's requirement.	All picked boxes	Passed	6sets/carton.			
Inner packing gross weight	Report actual finding. It should conform to the marking on carton or client's requirement.	2 boxes/ref	Passed	Reference	Written on shipping marks	Finding in production	
				[Confidential]	N/A	2.43 kg	
Inner packing dimensions	Report actual finding. It should conform to the marking on carton or client's requirement.	2 box/ref	Passed	Reference	Written on shipping marks	Finding in production	
				[Confidential]	N/A	47×30×10 cm	
Barcode scan	Scan barcode and compare result with actual printed number and specification from client.	5 boxes/ref	Passed	Reference	Specification	Actual barcode No.	Scan result
				[Confidential]	N/A	N/A	N/A
Polybag	Tick the correct information.	All picked cartons	Passed	Sealing		Warning text	Punch holes
				☒ Yes		☐ Yes	☐ Yes
				☐ No		☒ No	☒ None
Retailed package	5ply mail order packing. There should be a cardboard protection between the 24cm pan and the 28 cm pan.	All picked cartons	Hold	- 5ply corrugated paper. - The factory used a small polyfoam instead of a cardboard between the 24cm pan and the 28 cm pan. - The end of the handle is not fully wrapped in shrink film.			

3.2 Photos of problems related to inner packing (Only photos of problems. Other photos are in the last part)



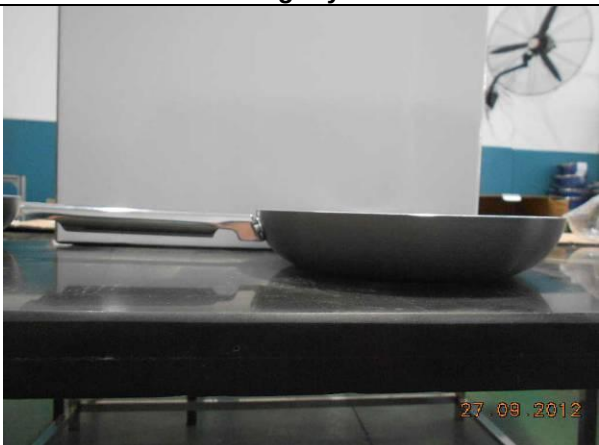
Part 4: Product

4.1 Checkpoints

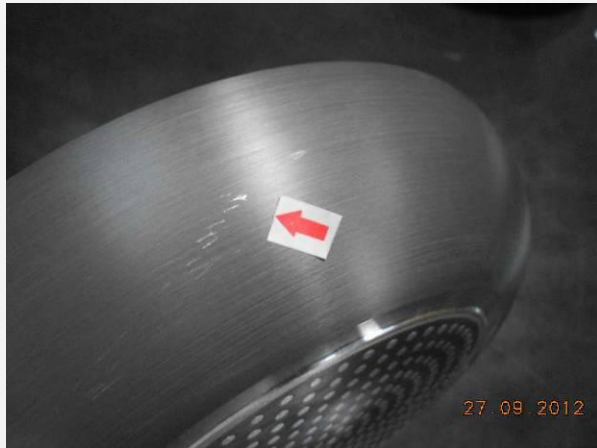
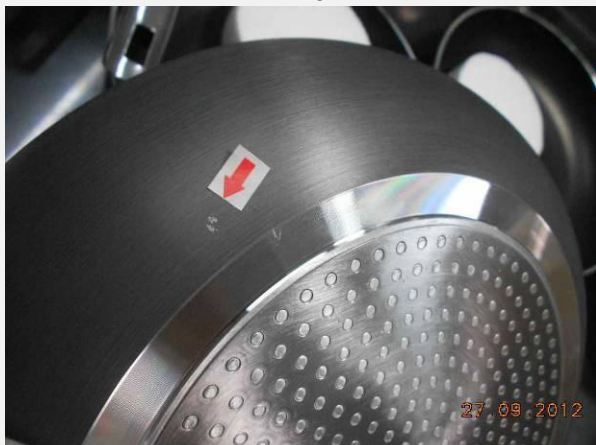
Checkpoint	Standard	Sampling	Result	Comments			
Appearance & workmanship	Set of 2 fry pans. Hard anodized aluminum Induction bottom.	All picked samples	Passed				
Handle inclination	The handle should be inclined. Take photos of the handle, from the side, to see how inclined they are.	All picked samples	Hold	See below photos of the handle inclination. Client did not provide objective requirements. This checkpoint is on hold.			
Net weight	Take weight, report actual finding and compare to client specification if applicable.	3 pcs / ref	Passed	Reference	Sample 1	Sample 2	Sample 3
				Product 1	0.89 kg	0.88 kg	0.93 kg
				Product 2	1.13 kg	1.2 kg	1.15 kg
Dimensions	Size requirements: Product 1: 1x24x4.5 cm Product 2: 1x28x5 cm Thickness requirements: Wall: 4 mm Handle: 2 mm	3 pcs / ref	Passed	Reference	Sample 1	Sample 2	Sample 3
				Size			
				Product 1	1x24x4.6 cm	1x24x4.6 cm	1x24x4.6 cm
				Product 2	1x28x5.1 cm	1x28x5.1 cm	1x28x5.1 cm
				Thickness			
				Product 1	4 mm	4 mm	4 mm
				Product 2	4 mm	4 mm	4 mm
				Handle thickness	2 mm	2 mm	2 mm

Smell check	Pay attention to smells of product. No strong or irritative smell.	All picked samples	Passed	
Wobbly base check	No wobbly base should be found	All picked samples	Passed	
Function test/ Real Operation Test	Put product on the induction cooker to fry egg. Product should work normally. Egg should not stick on the pan.	3 pcs / ref	Passed	
Handle strength test	Press on handle with natural force, or with factory's equipment if possible. It should resist.	3 pcs / ref	Passed	
Load test	Load the 3 kg onto product for 4 hours. Product should resist.	3 pcs / ref	Passed	
Water Leakage test	Pan is filled with water to max. No water leakage.	3 pcs / ref	Passed	
Capacity Test	Check the capacity of each pan and record the data. (No requirement from client).	2 pcs / ref	Passed	24cm fry pan: 1.49 L 28cm fry pan: 2.24 L.
Adhesive test	Use 3M tape for testing coating, electroplate and markings (logos, labels, barcodes...). All markings must remain intact.	2 pcs/ref	Passed	

4.2 Photos of problems related to product (Only photos of problems. Other photos are in the last part)

Handle slightly inclined	Handle slightly inclined	--
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Part 5: Number of defects						
Defect summary						
Inspection level:	II	Sampling size	200pcs	Standard	ISO2859-1, normal severity, single sampling plan	
AQL (Acceptance Quality Limits)	0 - Critical		2.5 - Major		4.0 - Minor	
Tolerance	Accepted	Rejected	Accepted	Rejected	Accepted	Rejected
	0	1	10	11	14	15
No. of defects found	0		4		9	

5.1 Defect list			
Description of defect <i>Include the location, the size, and any other useful indication. Example: "oil stain on top of the product, 1cm, cannot be cleaned with water"</i>	Defect category		
	Critical	Major	Minor
Scratch marks	0	2	4
Minor	Major	Minor	
			
Minor	Minor	Major	
			

Dirty marks		0	0	3
				
Poor finishing on edge		0	2	0
		--		
Broken on shrink film		0	0	2
		--		

Part 6: Sample management

6.1 Reference samples before inspection

Is there a reference sample for this inspection?

No

6.2 Production samples

Should the technician pick up some production samples?

No

Part 7: Additional photos

7.1 Production status photos

Packed cartons



Packed cartons



Cartons picked for inspection



Packed cartons



Packed cartons



Production view



Packing view 	Packing view 	Packing view 
7.2 Export packing photos		
Main shipping mark view 	Main shipping mark view 	Top side view 
Bottom view	Side view	Side view



Master carton view



Metal nails view



Carton opening view



5ply walls



Carton weight checking



Carton weight checking



7.3 Inner packing photos		
Inner box		
Main shipping mark view	Opposite side view	Side view
		
Side view	Top side view	Bottom view
		
White box view	White box weight checking	White box weight checking



White box opening view



White box opening view



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7.4 Product photos

Unit packing	Unit packing	Unit packing
		
Products view	Products view	Products view
		
28cm fry pan view	28cm fry pan view	28cm fry pan view
		

Non-stick label view  27.09.2012	Details view  27.09.2012	Details view  27.09.2012
Details view  27.09.2012	Handle view from side  27.09.2012	Vertical height: 6.5cm  27.09.2012
24cm fry pan view  27.09.2012	24cm fry pan view  27.09.2012	24cm fry pan view  27.09.2012
Non-stick label view	Details view	Details view



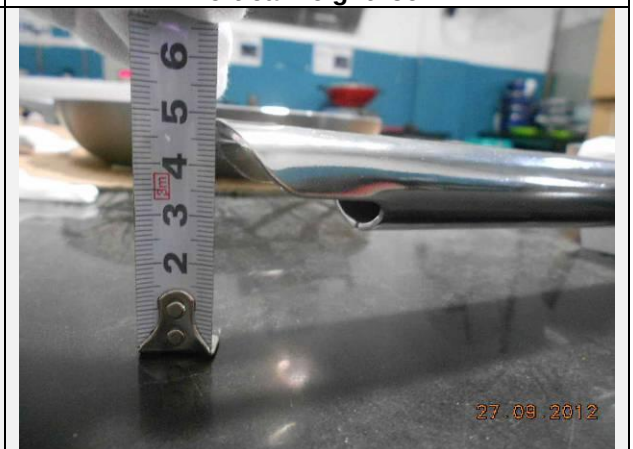
Details view



Handle view from side



Vertical height: 5cm



Size and weight checking

28cm fry pan size checking



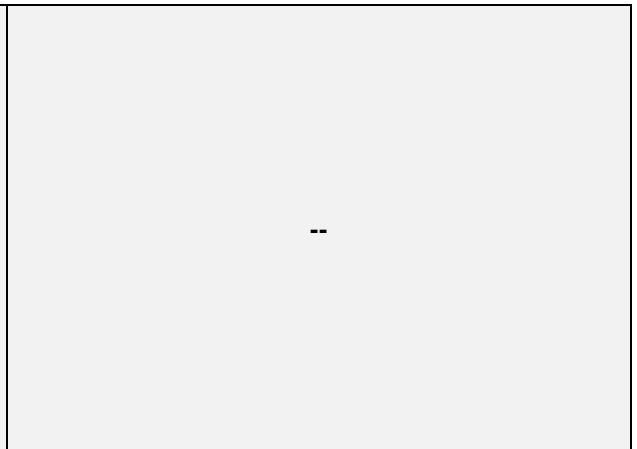
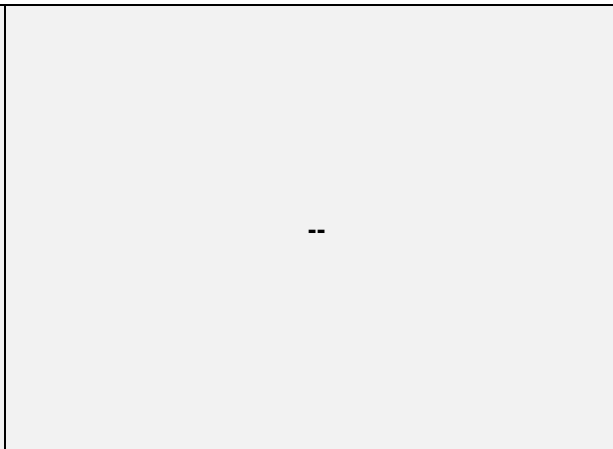
28cm fry pan size checking



28cm fry pan size checking



28cm fry pan thickness checking 	28cm fry pan weight checking 	28cm fry pan weight checking 
24cm fry pan size checking 	24cm fry pan size checking 	24cm fry pan size checking 
24cm fry pan thickness checking 	24cm fry pan weight checking 	24cm fry pan weight checking 
Handle thickness checking	--	--



7.5 On site tests and other photos

Fried eggs test



Fried eggs test



Fried eggs test



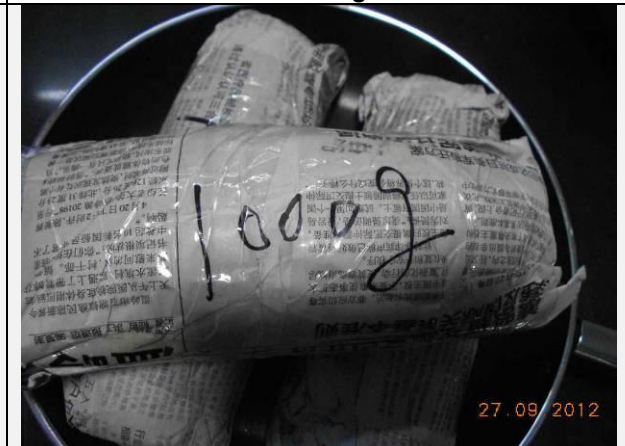
Handle strength test



Handle strength test



Handle strength test



Water leakage test



Water leakage test



Water leakage test



24cm fry pan capacity test



24cm fry pan capacity test



24cm fry pan capacity test



28cm fry pan capacity test



28cm fry pan capacity test



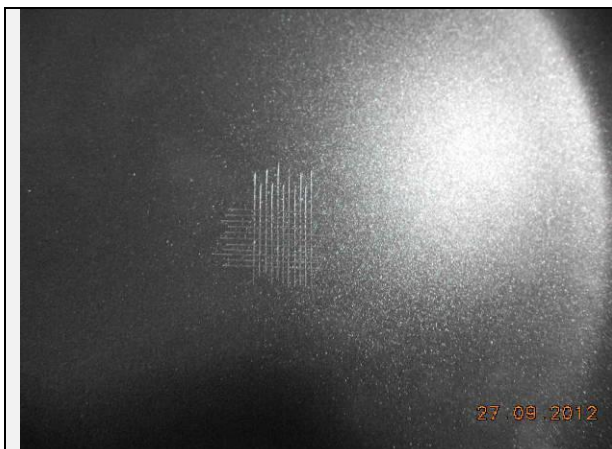
28cm fry pan capacity test



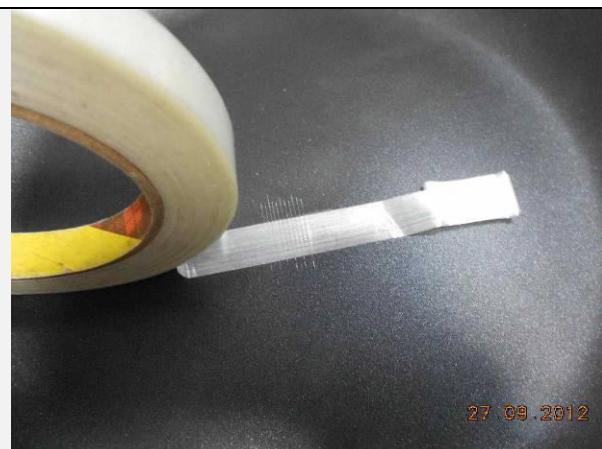
Adhesive test

Adhesive test

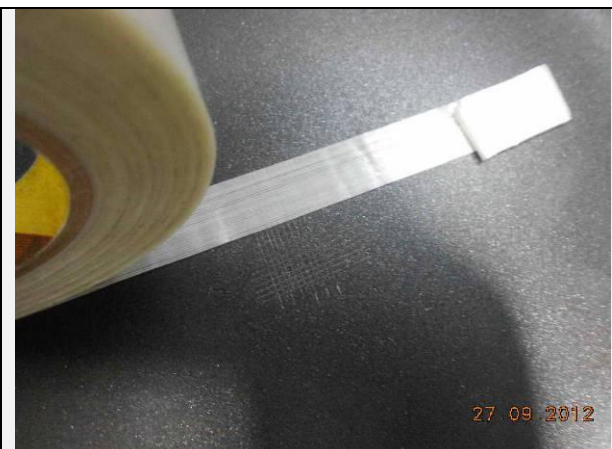
Adhesive test



3M rub test



3M rub test



Wobbly base check



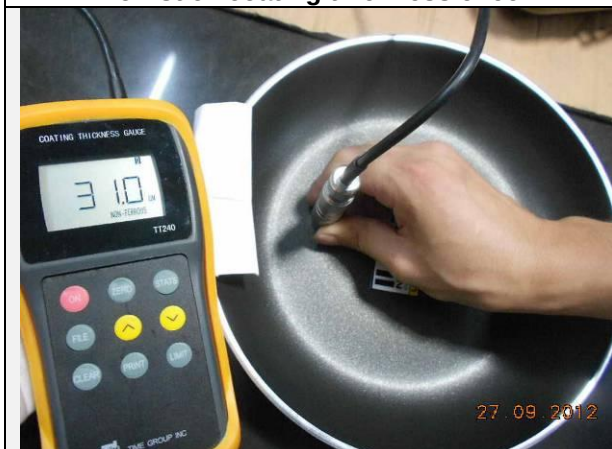
Non-stick coating thickness check



Non-stick coating thickness check



Non-stick coating thickness check



Drop test for carton



Drop test for carton



After drop test



After drop test



After drop test



After drop test



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