



Choose certainty.
Add value.

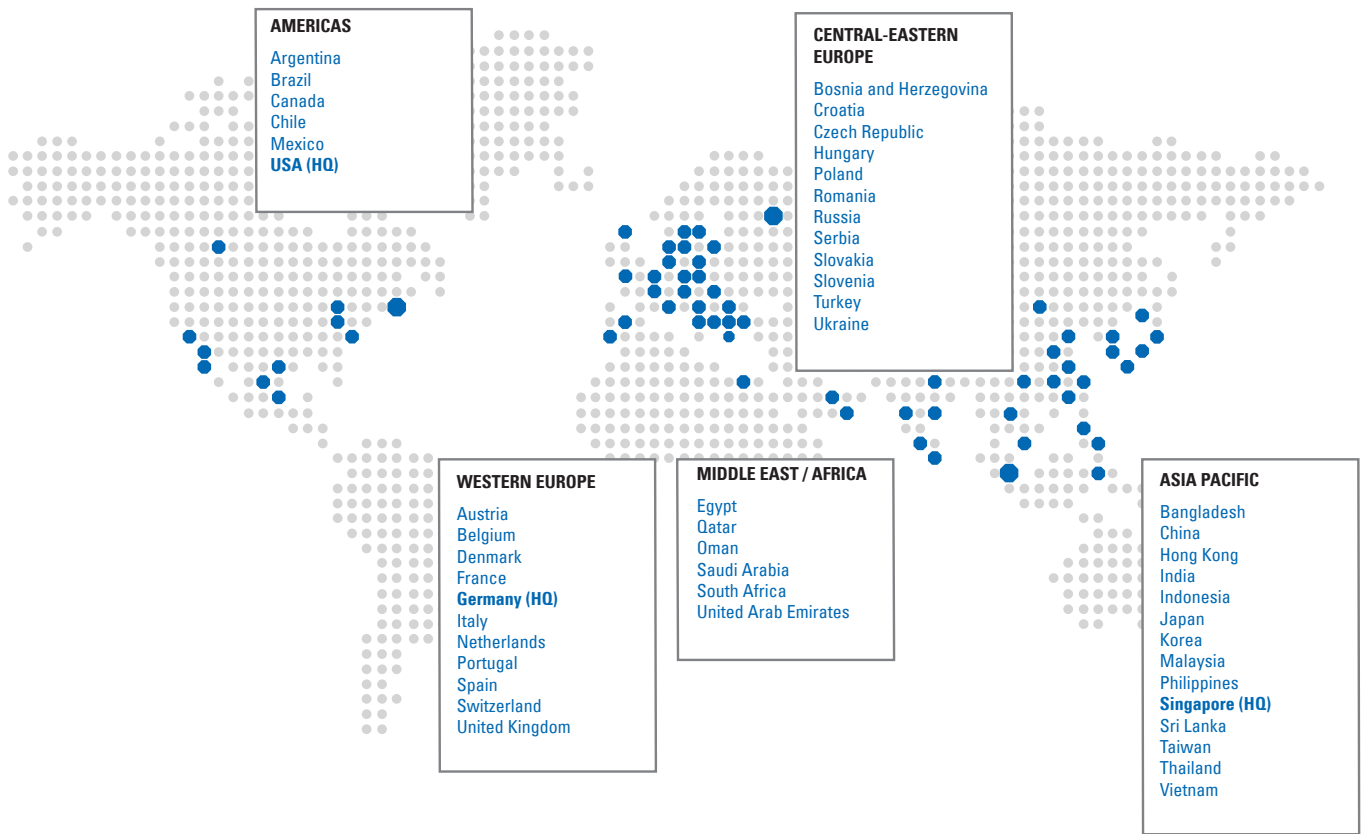


Assure seamless quality. From design to delivery

Testing, Inspection, Auditing, Certification, and
Training & Knowledge Services for the Softlines
Sector

TÜV SÜD Group

TÜV®



TÜV SÜD - your global softlines partner

TÜV SÜD is an independent and impartial global solutions provider in the field of product quality, ecological and safety testing, inspection, auditing, certification, training and expert opinion.

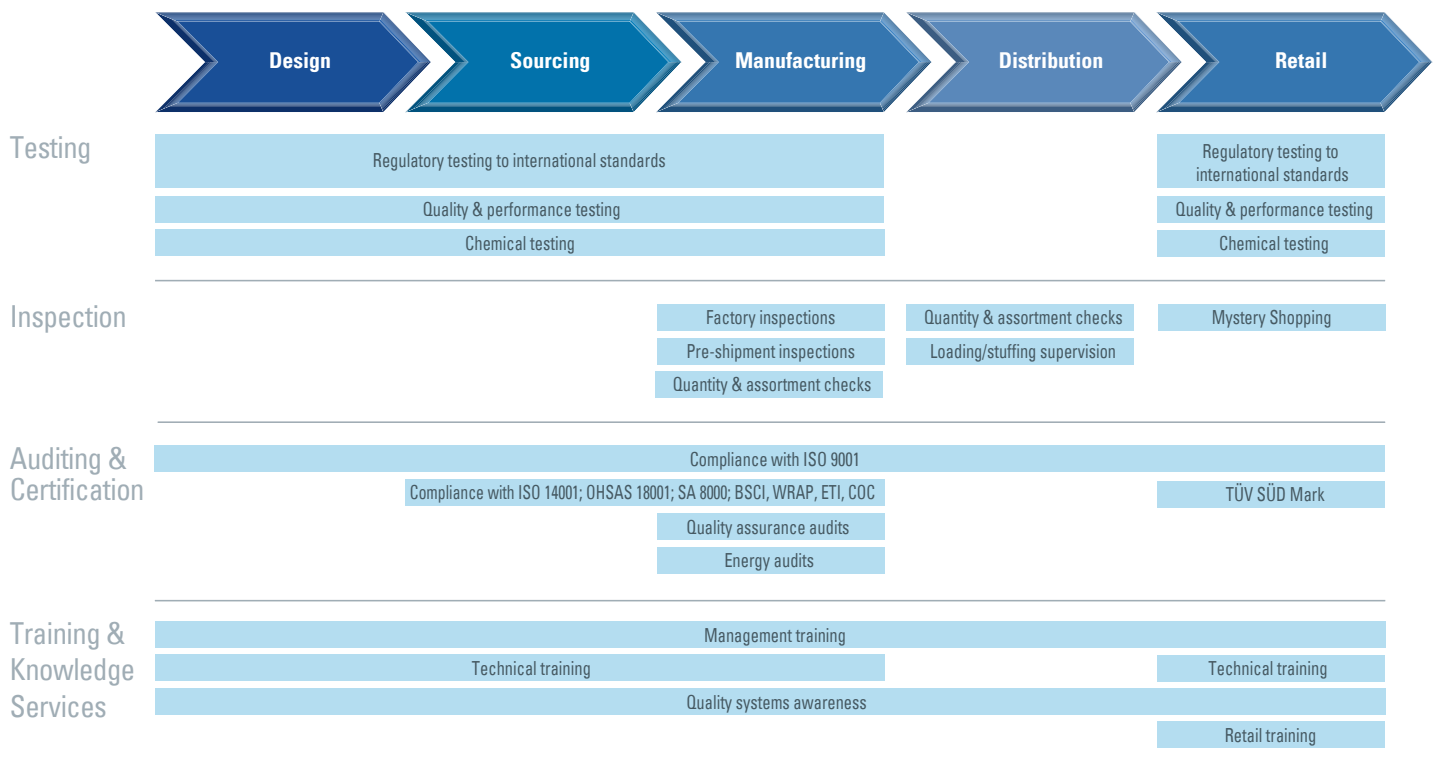
Headquartered in Munich, Germany, TÜV SÜD was founded over 140 years ago and today, boasts an office and laboratory network spanning 600 locations worldwide.

We view our staff as our core asset - our technical experts leverage on their solid knowledge pool, participation in global standards committees and our international network to keep abreast of current and future trends on market regulations, standards, testing and conformity requirements. Our dedicated global sales force is in direct contact with and have a strong understanding of customers worldwide.

We leverage on our expert knowledge to provide a consistently excellent and personalised service to our customers.

Partnering with TÜV SÜD automatically adds value by the transfer of globally recognised brand attributes - safety and quality. Our range of customisable TÜV SÜD Certification Marks for softlines customers not only document this commitment through compliance to international product and process standards. They are an effective marketing instrument to boost sales.





Adding value along the global supply chain

Quality, speed to market and price are key success factors in the softlines industry where fashion cycles are fast and competition is fierce. All too often, the pressure to reduce costs along the entire production process results in quality being compromised. This is exacerbated by quality attrition occurring in a global supply chain environment characterised by multiple interfaces and different cultures and languages. In this highly competitive marketplace, quality flaws, failure to comply with legal, environmental and social requirements and client specifications can result in irreparable loss of both sales and image.

TÜV SÜD partners manufacturers, agents, brands and retailers with a suite of customised **testing, inspection, auditing, certification, training and knowledge services**. Ensuring product and process quality along the global supply chain. From the first design sketch to the shop floor.

TÜV SÜD provides softlines services for:

- Fibre & yarn
- Fabric & clothing
- Accessories
- Home textiles
- Leather & Footwear

Your benefits:

- ▶ Minimise business risks and costs
- ▶ Ensure compliance to worldwide safety, social, legal and environmental standards
- ▶ Gain international market access
- ▶ Meet customer specifications
- ▶ Deliver consistent quality in material safety, durability and wearability
- ▶ Meet timelines
- ▶ Assure faster time-to-market
- ▶ Produce more cost efficiently
- ▶ Increase customer satisfaction
- ▶ Maintain and build brand reputation
- ▶ Keep abreast of future technologies and trends
- ▶ Enhance marketability of products through TÜV SÜD marks and certificates



Testing services

We maintain state-of-the-art ISO 17025 and CPSIA approved laboratories in various countries where our experts perform tests as per various international standards including AATCC/ASTM, AS, BS, CAN/CGSB, DIN, EN, GB, ISO, JIS as well as TÜV SÜD criteria. TÜV SÜD's experts with a problem-solving approach provide excellent and comprehensive test reports. Our internal quality assurance team ensures the accuracy and reproducibility of test results - worldwide.

Our testing services at a glance:

Regulatory testing

- Fibre label recommendation / identification
- Care label recommendation
- Flammability testing
- As per REACH and CPSIA guidelines

Quality and performance testing

- Colour fastness – including washing, dry cleaning, perspiration, rubbing, light
- Dimensional stability and appearance
- Tensile and seam strength

- Special properties – including water and oil repellency, stretch and recovery
- Whole shoe bonding
- Whole shoe flexing
- ...and many more

Chemical testing

- Banned Amines (Azo dyes test)
- Extractable heavy metals – e.g. Lead
- Chemicals – e.g. *Pentachlorophenol* and other *Chlorophenols*
- Cadmium in plastics and PVC
- Formaldehyde
- Nickel content
- Carcinogenic dyes and allergic disperse dyes
- ...and many more

TÜV SÜD's testing services:

- ▶ Provide third party independent verification for market access
- ▶ Increase quality control
- ▶ Increase customer satisfaction
- ▶ Reduce corrective costs
- ▶ Provide a unique selling point



Inspection services

TÜV SÜD's team of experts monitor the entire supply chain, from manufacturing and production to the retail shelf. Inspections are conducted as per international sampling method ANSI/ASQ Z1.4 - 2003.

Our inspections solutions cover:

Raw material checks

- Raw materials are inspected as soon as the design is completed to ensure they meet specific requirements and undergo modification if necessary.
- On site inspections are performed at production sites and suppliers' premises.

Production process monitoring

- Initial Production Check (IPC): Visual and functional checks are conducted to analyze the quality of product produced during the initial phase or start of the production.
- During Production Check (DUPRO): Visual and functional checks are conducted to analyze the quality of product, ideally at a stage where 30-40% of the production has been completed and product packing has started.

- Final Random Inspection (FRI): Comprehensive inspection of the 100% packed shipment is carried out by selecting samples at random, in accordance with international sampling principles.

Transport monitoring

- Loading / Stuffing supervision: Containers are inspected for cleanliness and suitability. Consignment packaging is checked for integrity and its conformity to client's specifications.
- Quality and assortment checks: Verification of quantity, size and colour as per packing list

Trade / sales monitoring

- Product check at retailers
- Interviews and mystery shopping

TÜV SÜD's inspection services ensure:

- ▶ Cost savings through timely corrective actions and improvements
- ▶ Entire global supply chain process is under independent supervision
- ▶ Goods arrive as ordered



Auditing and certification services

TÜV SÜD offers auditing and certification services in compliance with internationally recognised standards:

Social compliance audits

- SA 8000
- Business Social Compliance Initiative (BSCI)
- Worldwide Responsible Accredited Production (WRAP)
- Ethical Trading Initiative (ETI)
- Verband der Fertigwarenimporteure (VFI)
- Code of Conduct (COC)

Certification

- ISO 9001
- ISO 14001
- OHSAS 18001
- TÜV SÜD Mark
- As per C-TPAT criteria

Technical Audit & Factory Evaluation

- Technical audit at vendors' premises to establish their ability to undertake a specific order as per client's requirements or their own accepted proposals.

Quality assurance audits:

To improve the quality of the product through balanced mix of quality tools such as inspections, assessments, trainings, audits and supervision techniques.

BRC/RILA CP-3 Audits

Energy audits:

To pinpoint significant cost and energy savings

Customised process audits:

To help retailers and buyers evaluate and improve their retail effectiveness, including customer satisfaction programs, retail surveys and efficiency audits.

The benefits of auditing and certification:

- ▶ Benchmark to global standards
- ▶ Demonstrates a proactive commitment towards quality, environment and employee health and safety
- ▶ Improves operational efficiency
- ▶ Increases transparency
- ▶ Monitors and improves customer satisfaction



Training and knowledge services

TÜV SÜD's independent experts support on various quality issues and offer guidance on methods for improvement.

Our expert knowledge provides you with tangible economic value add:

- Gain valuable insights to optimise your business operations
- Identify new business opportunities
- Increase productivity – reduce handling time and production costs
- Reduce maintenance costs and extend equipment lifetime
- Energy saving methods

TÜV SÜD offers a wide range of training programs including:

- Technical and managerial skills
- Quality system awareness
 - Quality control

- Testing and inspection training
- ISO 9001/ISO 14001/ ISO 17025
- Social compliance methodologies
- Ecological requirements
- Organic textile
- Wash care instructions & Care labelling regulations
- Regulatory requirements such as CPSIA, REACH, GB Standards and more
- Other customised staff training programs

The benefits of our training programs:

- ▶ Increase awareness and understanding of quality, safety and environmental issues
- ▶ Prepare for future trends, legislation
- ▶ Improve business and technical skill set
- ▶ Improve service levels



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