

# Compliance, Quality and Safety

Along the Entire Product Life-Cycle

# Today's Wants will be Tomorrow's Needs

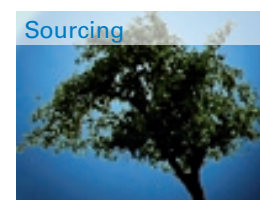
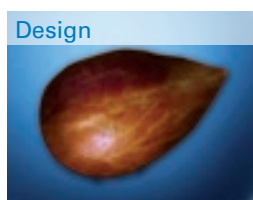
- ✓ Looking Ahead
- ✓ Building Better Products
- ✓ Exceeding Customer Expectations

In today's fast-paced retail market, as well as in Original Equipment Manufacturer (OEM) / Original Design Manufacturer (ODM) Supplier relations, most quality problems stem from a lack of technical know-how and the facilities to conduct sufficient testing and manpower. Quality and safety defects will lead to recalls of faulty products and serious damage to your brand image. To avoid such problems, our customized services will guide you in gaining insight on the future of your product.

TÜV Rheinland Japan provides fast and cost-effective testing. We help you fulfill legal requirements, elevate your in-house standards and exceed your customers' expectations.

Reduce your after-sales service costs by conducting durability, performance and usability testing of your products while still in the prototype stage. Our experts assist you to confirm and/or develop test requirements, taking into account regional differences in daily usage, required functionality and preferences in handling and usability. If there is any way to improve your product, we will find it.

# Complete Service Portfolio



## **Benchmarking**

Rank similar products by comparing their features and performance.

## **Brand Risk Management**

A 4-step process that starts with field investigations and an information security assessment to develop a detailed brand-defense strategy that includes action steps, contingency plans and success metrics, all designed to help keep your brand safe and secure.

## **Compliance Platform**

An efficient tool to collect, manage and analyze material data from suppliers and ensure full compliance with any guidelines and regulations in place. The perfect tool to verify your compliance with RoHS, ELV, WEEE and REACH.

## **Customer Specification Compliance**

Checking of customer specification content for comprehensiveness and credibility to all types of compliance requirements.

## **Defect Root-cause Investigation**

Discover the root-cause of product failure during its use by the end consumer.

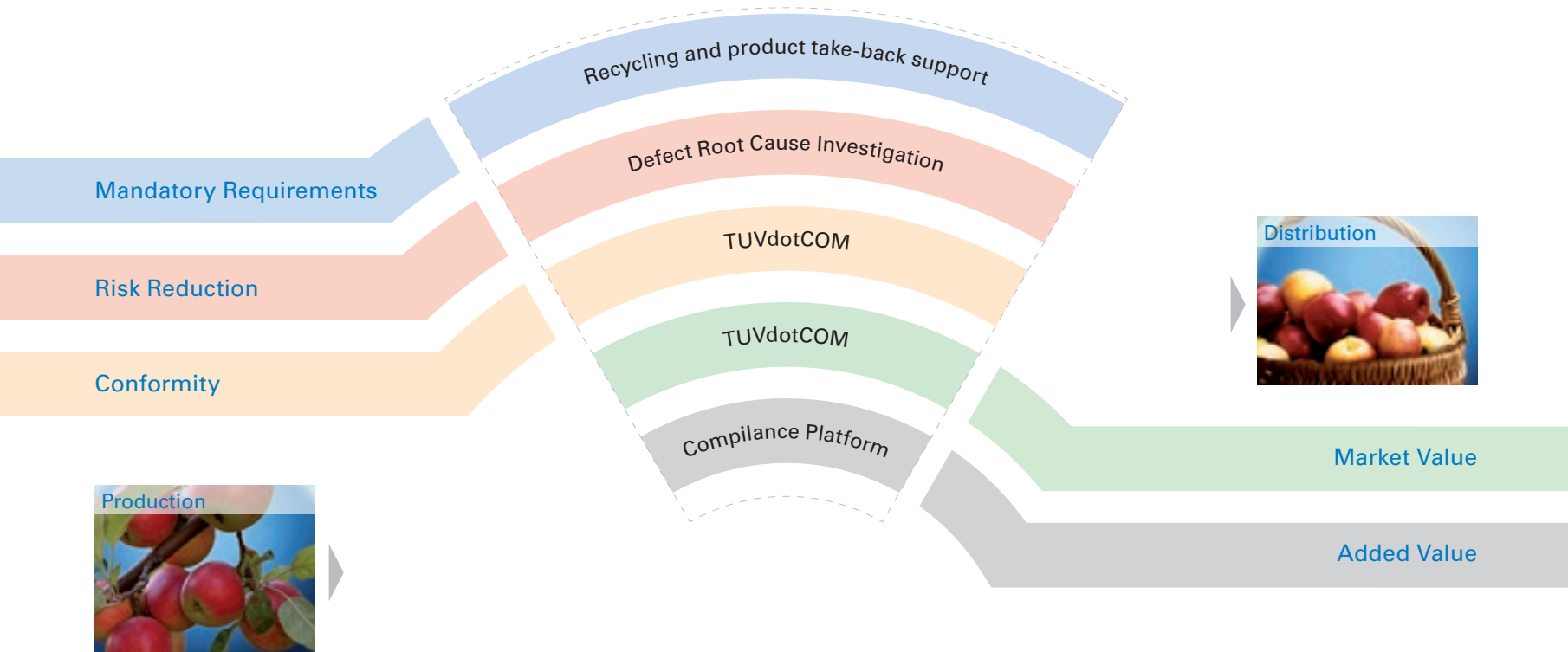
## **Design advice and consultation**

Our experience helps provide solutions for product improvement.

## **During Production Services (DUPRO)**

Our experts supervise critical steps in mass production to ensure that the final products meet the agreed specifications.

## After Sales Services



### Factory Evaluation (FE)

We assess a production facility's capability to produce within a specific period of time and according to a defined quality level by examining the organization of the factory, warehouse conditions, production lines and staff qualifications.

### Factory Inspection

Regular checks ensure that specified production facilities continue to fulfill the requirements for high-quality production.

### Final Random Inspection (FRI)

After the goods are packed for shipment, random samples are inspected to determine if the shipment meets both safety and customs requirements.

### Fitness for use testing

Evaluation of whether the product fits its purpose and meets the expectations of customers/end consumers.

### Initial Production Check (IPC)

Avoid costly delays and extra work by inspecting the storage of raw materials and components before the first production run.

### Pre-Shipment Inspection and Loading Supervision (PSI)

We ensure your purchased goods are handled appropriately and that the loading procedure and the condition of each container are in accordance with your expectations.

### Product Lifetime Simulation

We help you to fulfill legal requirements, your in-house standards and your customers' expectations to ensure usability and durability along the entire product life-cycle. Accelerated aging is simulated by fully automated operation cycles that imitate daily usage.

### Prototype Testing

Subject your product to lifetime stress tests to estimate its long-term durability under normal use or extra-rough conditions without extensive testing facilities.

### Quality Control Service

We carry out risk and production capability assessments of your suppliers as well as undertaking thorough quality and safety testing on your products, to help optimize your internal processes and save you cost-intensive and time-consuming product recalls.

### REACH, RoHS and WEEE Services and Consultation

Checking of compliance with legal regulations for recycling and use of hazardous substances.

### Recycling and Product Take-back Support

By using our chemical services in combination with our tracking and tracing platform, we can assist your recycling efforts and support the recalling and reacquisition of expired products.

# Synchronize Your In-house and Outsourcing Qualities



- ✓ Implement Quality Control Mechanisms
- ✓ Assess Your Suppliers
- ✓ Increase Production Efficiency
- ✓ Reduce Recalls

With ongoing globalization, fast and efficient control of quality has become an increasingly important element of success. Especially in Asia, where buyers and suppliers interface at great distances, it is essential to have a third party you can trust to evaluate and manage your quality control needs.

TÜV Rheinland Group's facilities are located all around the world, enabling you to select the right partners across Asia. We ensure 24-hour coverage to make your choices based on facts provided by an experienced and neutral inspection body.

Our risk and production capability assessments of your suppliers allow you to feel safe about your partners' compliance with international safety, quality and social accountability standards.

Our experts assist you in optimizing internal processes to improve your business. This not only makes your production more efficient, it saves you and your partners from cost-intensive and time-consuming product recalls as well as re-work and the resulting damage to your brand.

In combination with **Product Lifetime Simulation** services, a perfectly integrated service is forged, which in turn covers your product's entire life-cycle.

## **Regulation Compliance (PSE, CE, S-Mark, etc.)**

Provision of tests and certifications that are either demanded by regulations or advisable for market access and success.

## **Secure Shipment System**

SSS is designed to add a high level of security to TÜV Rheinland certification through an online validation platform.

## **Supplier Assessment**

Inspection and evaluation of all suppliers based on qualitative and quantitative components.

## **Tracking and Tracing**

Backed by the latest available technology, follow your products from creation through every step of the production process and beyond.

## **TUVdotCOM**

A compliance platform that allows consumers to search for products and see in detail which product testing has been performed and which certifications were awarded.

## **TÜV Rheinland STAR**

A company evaluation tool founded on the concept of Corporate Social Responsibility, that addresses the commitments of organizations towards societal and business aspects, benefiting a range of stakeholders.

# Assuring a Lifetime of Compliance, Quality and Safety

Because we care about your product as much as you do, the TÜV Rheinland Group helps you guide and nurture your product from conception to final disposal. We assess and guarantee its quality, functionality and safety so that your customers know that your product is the finest available. To achieve such high results we offer a range of services

to consider the whole life-cycle of the product and assure its compliance.

Our accelerated ageing tests, functionality checks, usability and safety assessments certify that your product is made to last. Customers can trust your product when it has been LifeCycle Management (LCM) certified.

LCM will walk by your side as we watch your product grow. And we will still be there long after it is gone...to help you bring forth the next generation.

Choose a partner you can trust with your product's life. Choose TÜV Rheinland's LifeCycle Management.



## Compliance is Multifaceted

- ✓ Market
- ✓ Society
- ✓ Legal

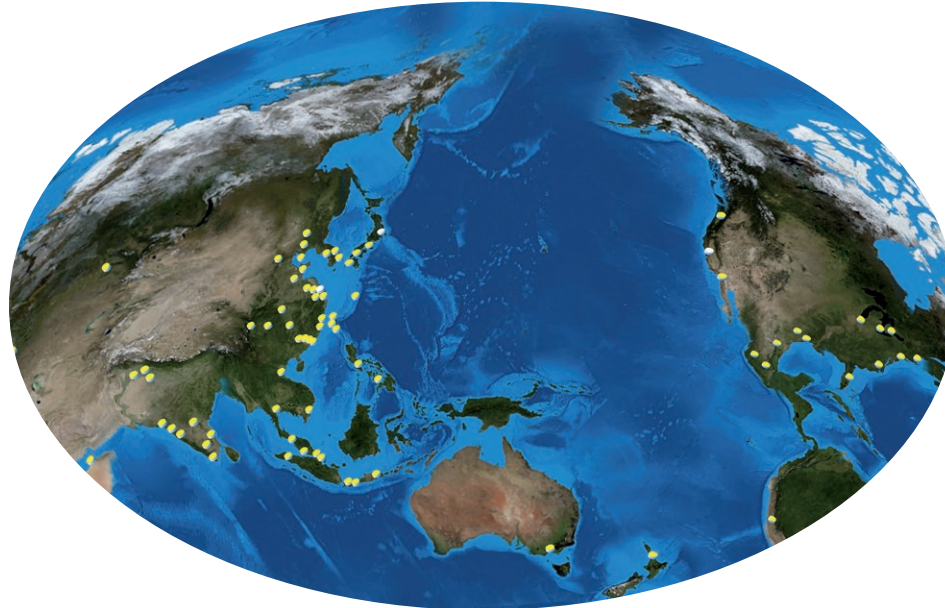
Compliance deals with how well a product fulfills certain requirements on three levels; Market, Society and Legal.

Our extensive testing facilities ensure that your product is as consumer-friendly as possible. Through testing of products for aspects such as ergonomics and safety, we help you satisfy consumer expectations and needs.

The general public, and society as a whole, is more concerned with issues such as Corporate Social Responsibility and counterfeit goods. TÜV Rheinland STAR and our Brand Risk Management services can help elevate your product far above the competition, and let it shine.

Our 12,000 employees know and understand the regulatory requirements throughout the world; they know exactly when and how your products must be tested, assessed and/or inspected. Our expertise, experience and the latest technology in our laboratories enable our engineers to trace back any defect in your products and assist you in solving the problem.

Australia



[www.contact.tuv.com](http://www.contact.tuv.com)

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