

# ON DEMAND QUALITY MANAGEMENT SAFETY & QUALITY ASSURANCE

**Manage complexity and maintain business continuity while alleviating costs - our Quality on Demand solutions gives you complete control of quality management, with the ability to scale resources as desired and required.**



## Background

From product conception and design to production and distribution, potential gaps can exist throughout the business process which can lead to process delays, loss of sales and ultimately, brand damage. With increasing consumer demands for quality, lower prices and superior service offerings, the best method in strengthening the trust and loyalty of your customers is through unquestionable confidence in how your quality is being managed.

## The Intertek Advantage

Intertek can proactively manage your product's development and quality assurance process at any stage in the product lifecycle, or from concept to market (end-to-end quality management). Our On Demand quality experts are available to provide quality support where and when you need it.

## Manage Quality Easier, Faster and Cheaper

- **Communication:** Our expertise working with manufacturers and suppliers provides us with a thorough understanding of, and the ability to, effectively navigate retail requirements
- **Complicated problems made simple:** With our technical support, we can interpret reports, letters from regulators and engineering documents from vendors. We will work with you to ensure you are able to understand and assess your supply chain.
- **Cheaper pathway to compliance:** We evaluate requirements and streamline processes to avoid unnecessary spending on testing, saving you time and money

- **Manufacturing experience:** We have industry experts with diverse backgrounds. Our team has an in-depth understanding of manufacturing and operations to get the most out of your suppliers.
- **Regulatory knowledge:** We ensure that your products and processes are in compliance with all mandatory requirements for your target jurisdictions

## À La Carte On Demand Solutions

### On the Ground Local Support

- Managing and assessing suppliers
- Monitoring and overseeing production and incoming materials to eliminate defects
- Providing alternative quality validation (non-testing)
- Providing production oversight

### Compliance

- Managing certification programs
- Creating documentation (declarations, demonstration of due diligence, required system policy and procedures, etc.)
- Reviewing documents (existing test reports, declarations of conformance, certifications, etc.)
- Mapping regulatory requirements for target countries

### Testing Management

- Creating a test plan
- Determining how testing can be accomplished
- Managing testing (liaise with suppliers, on time testing, sample submissions, test request, etc.)
- Providing laboratory support
- Determining next steps (outline corrective and preventative actions)

## Benefits of On Demand Quality Management

- Access to global technical expertise
- Testing without the confusion or hassle
- Management based on your business risk
- Reduction of defects
- Reduction of costs
- Meet customers' expectations
- Faster route to market

With Intertek's Quality on Demand solutions, you will achieve a more efficient, robust, agile and integrated operating environment that supports growth and minimizes the risk within your business.

## FOR MORE INFORMATION

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