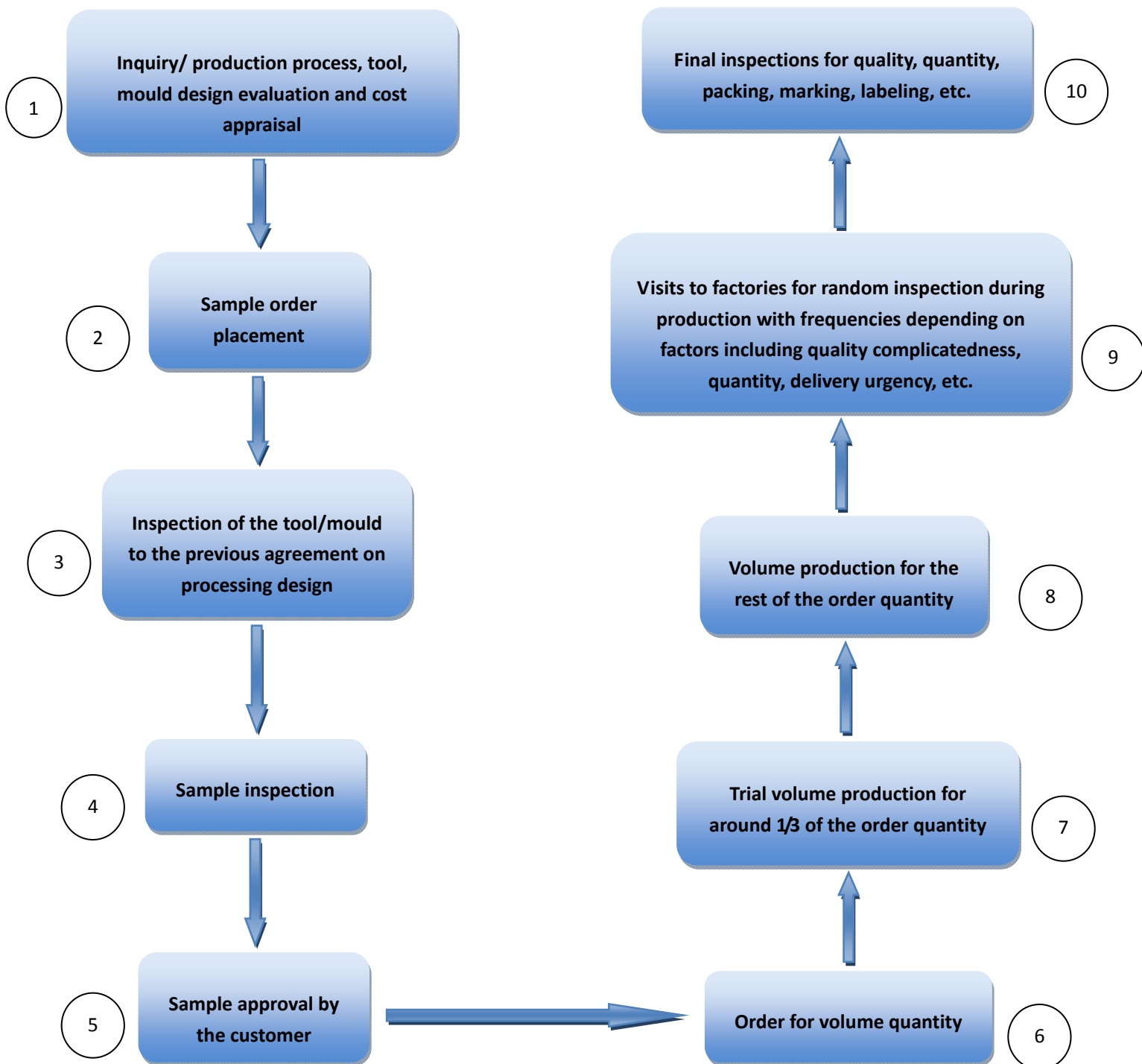


Acculine Product Quality Management Procedure Flowchart

The major steps in Acculine’s product quality management are illustrated in the flowchart below, and brief explanation of each step follows.



Brief explanation of each step

Step 1: Inquiry/ production process, tool, mould design evaluation and cost appraisal

Production processing and tool and mould design are the starting point of a product production, and is the root of the tree of production, determining the fate of the production. Active participation in production process and tool and mould design is very important for the quality control over the following production. Generally speaking, complicated and advanced mould design contributes to better quality, because it incurs less following work like machining, drilling, etc, all of which otherwise would increase the risk of quality un-stability. Further, less following work leads to lower labor cost. However, advanced mould is quite expensive. We always try to get the best point by considering the factors like order quantity, quality requirement, etc. Technical knowledge and active participation in the stage of mould and tool design and production are Acculine's peerless advantage, which guarantees less quality problem and easier production supervision. On the other hand, it is a mission impossible for foreign buyers to accomplish. Language obstacle, discrepancy between know-how, time difference, and physical absence altogether cause miscommunication, which results in an improper starting point and brings about endless headaches at the ensuing stages.

*Documents: *Memo* of production process and tool and mould design, and *Quote* with costs listed;

Step 2: Sample order placement

*Documents: *Sample Order* for tools and a small quantity samples, with production process and tool and mould design specified.

Step 3: Inspection of the tool/mould to the previous agreement on processing design

Acculine inspects the tool and moulds to the related clauses of *Sample Order*.

*Documents: *Inspection Report on Tool and Moulds* issued by Acculine to manufacturer.

Step 4: Sample inspection

Acculine inspects the samples, and send the samples to the customer, if they are approved by Acculine; if not, new samples will be required by Acculine. Acculine do not send samples to customers carelessly, until the samples do satisfy the requirements. We do want to bother the customer too much.

*Documents: Acculine internal document *Sample Inspection Report on Sample Quality*

Step 5: Sample approval by the customer

If the samples satisfy the customer, an official *Sample Quality Approval* is issued by the customer; if not, *Defective Sample Report* will be issued and new samples will be required by the customer.

*Document: *Sample Quality Approval* and *Defective Sample Report* by the customer.

Step 6: Order for volume quantity

If the customer is happy with the samples, volume quantity order is placed, with agreed-on delivery schedule, packing, etc.

Document: *Purchase Order* for volume quantity.

Step 7: Trial volume production for around 1/3 of the order quantity

Once volume order is placed, Acculine issues *Quality Control Manual* for the product to the supplier. The document specifies all the important aspects and details for quality control, including product functional, optical quality, packing, and labeling, and suggests ways to identify and correct the defects. Texts and photos are the major content of the document to help the factory workers to control the quality. As evident in most Chinese factories, the Chinese management people understand quite well how important quality is and how to check and control the quality; however, who in the end control and check the quality are not the management people, but the floor workers. The problem is that most the management people do not know how to guide the floor workers to implement their ideas. Acculine's *Quality Control Manual* is not imperative for the factory suppliers to implement; we do not boast to take the responsibility of the factory management and convene their internal quality issue, but it is simply sort of suggestions. In fact, as proven by many cases, our *Quality Control Manuals* have been warmly welcomed and effective in helping them in quality control.

Due to the difference of volume production and trial production, quality problems would probably happen during mass production. Generally, different production procedure and methods are taken for sample and mass production. Thus, as a rule, Acculine requires a trial volume production for around 1/3 of the order amount, in case any unexpected defects appear. Only when the quality of the products of the trial volume production is satisfactory, the mass production would continue.

*Document: *Quality Control Manual* and *Quality Inspection for Trial Volume Production* by Acculine;

Step 8: Volume production for the rest of the order quantity

Upon *Quality Inspection for Trial Volume Production* issued by Acculine, volume production for the rest of the order quantity carries on.

Step 9: Visits to factories for random inspection during mass production

Acculine people visit the factory supplier randomly for inspection during mass production, monitoring the proceeding of the production including delivery schedule, quality of semi-finished parts and final products. Identifying the defects of semi-finished parts before it is too late is one of the keys to in-time delivery. Upon encountering any problems, Acculine sends reports to the supplier and requires actions by the supplier.

*Document: Acculine internal *Report on Random Visit to Factory Supplier*, and *Corrective Action Requirement Report* to the supplier.

Step 10: Final inspections for quality, quantity, packing, marking, labeling, etc.

Acculine people conduct final inspection for all aspects, including quality, quantity, packing, marking, labeling, etc. and issue to the customer *Final Report on the Order ###*, and have the goods delivered.

*Document: *Final Report on the Order ###* by Acculine to the customer.



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