

Supplier Quality Management Program

Providing expert insight to help you source the right supplier for your business

Achieve transparency and mitigate risks within your supply chains with our Supplier Quality Management solutions - it will give you peace of mind knowing your suppliers are continuously meeting your business expectations for quality, delivery time and cost.



Whether your goal is to increase speed to market or you are experiencing disruptions in the supply chain, Intertek's quality assurance experts work to help manage quality concerns. We assist companies in the implementation of risk appropriate quality measures to increase their business' chances of success and reduce the possibility of failure.

Our services include:

Evaluate and create quality program

Our team of experts will evaluate your existing quality program or assist in creating a new framework. This can involve:

- Defining policies
- Determining supplier requirements
- Setting criteria for onboarding new suppliers
- Conducting periodic evaluations
- Tracking ongoing progress
- Actively managing suppliers when/if problems arise

Supplier selection

We will screen and assess suppliers on your behalf to determine:

- If your supplier is correctly managing the factories that will manufacture your orders
- Whether they can deliver consistent quality
- If they have experience with the specific product and market
- Whether or not they can meet your company's requirements

Factory review

Intertek consultants will also conduct an onsite review of the manufacturers' facility to:

- Identify existing quality systems
- Determine the factory's capacity and capability
- Identify weaknesses and develop a corrective action plan (CAP) for improvements
- Facilitate the implementation of the corrective actions

Product compliance

We manage product compliance programs in accordance to the export country/region and customer requirements.

During Production Verification (DPV)

We will provide During Production Verification (DPV) to validate the product quality via onsite process monitoring during the early phases of production:

- Executed by experienced consultants who can provide real-time status updates of your orders and can support the factory to find suitable solutions
- Identify product control issues during early stages
- Make immediate corrections
- Minimize product defects and cost of rework

Pre-shipment Inspection (PSI)

Pre-shipment inspection (PSI) randomly selects a sample size from the finished product quantity to verify the quality status prior to shipping out.

Post-shipment support

If you experience product defects post-shipment, our experts can conduct a thorough scientific investigation into the product design and manufacturing process to determine the root causes of failure, and assist the factory to implement a CAP to prevent issues from recurring. Our diagnosis involves utilizing available data to drive focused testing and working with Intertek labs to obtain valuable insights relating to the defect.

The Intertek advantage

Through the utilization of our global resources, you will achieve greater transparency, reduce risk, and improve the overall consumer experience. In a world of constant change, Intertek helps provide a more efficient, robust, agile and integrated operating environment that supports growth and minimizes the risk within your business.

Total Quality. Assured.

For more information



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