

In this issue:

You can see the ITTC customer survey result of FY16, ITTC online test order system latest information, the coming year's test method development plan and ITTC open days.

ITTC Customer Survey Result

In order to provide better service and strengthen cooperation, in July 2016 we invited our top 150 suppliers to participate in our online customer survey. Participation was strong, the response rate was over 70%. Thank you for your participation.

There were two parts covered in the survey questionnaire: one on testing service, the other on communication & marketing.

Part I. Testing Service

Property	Question description	Average	ITTC average
Client Service	1 Prompt response on test request	81.89%	84% 4% higher than our goal
	2 Accessibility	68.11%	
	3 Attitude	88.01%	
Test Report	4 Professionalism	82.40%	
	5 On time delivery	85.46%	
	6 Clear and completeness	86.22%	
Invoice & Payment	7 Technical competence	84.44%	
	8 On time delivery	88.01%	
	9 Clear information	94.07%	
	10 Accountant's Service	85.57%	

Part II. Testing Service

This part includes Test Application Form, ITTC competence, Test capacity and so on. Most suppliers agree that our test application form is clear and with adequate information, and that our website is useful and friendly.

With suppliers' active participation, we received a lot of valuable comments and suggestions. ITTC will continuously take action to improve areas such as Q-line, capacity and accessibility.

Thank you for always being so supportive to ITTC. We look forward to providing even better service in FY17!



E-Commerce is a fast growing sales channel which increases accessibility to the IKEA offer. It is also an important growth driver in "Growing IKEA Together 2020".

Here comes some good news. After 31 months studying, researching and developing, ITTC online test order system - "MY-LIMS" formally opened to nominated IKEA suppliers on 1st of September 2016.

This system will significantly improve IKEA suppliers' testing and reports archiving efficiency, and reduce non-value added workload for IKEA suppliers and ITTC, so as to decrease cost for both sides.

FY17 ITTC Open Day Calendar

Co-worker Orientation Day

Co-workers from other IKEA business units are welcome to visit our lab. We will provide a lab introduction together with the lab tour for our visitors. It is also a good opportunity to learn and share with each other.

Supplier Open Day

For easy communication with IKEA suppliers, ITTC has set up regular Supplier Open Days for visitors, once per month. Please note: Maximum is 10 persons one time, and not more than 2 persons from 1 supplier.

Below are open days for coming months.

You can login ITTC official website www.ittc-lab.com for more information.

2016-SEPTEMBER							2016-OCTOBER							2016-NOVEMBER							2016-DECEMBER							
W	M	T	W	T	F	S	W	M	T	W	T	F	S	W	M	T	W	T	F	S	W	M	T	W	T	F	S	
35				1	2	3	39						1	44		1	2	3	4	5	6	48				1	2	3
36	5	6	7	8	9	10	40	3	4	5	6	7	8	45	7	8	9	10	11	12	49	5	6	7	8	9	10	
37	12	13	14	15	16	17	41	10	11	12	13	14	15	46	14	15	16	17	18	19	50	12	13	14	15	16	17	
38	19	20	21	22	23	24	42	17	18	19	20	21	22	47	21	22	23	24	25	26	51	19	20	21	22	23	24	
39	26	27	28	29	30		43	24	25	26	27	28	29	48	28	29	30				52	26	27	28	29	30	31	
							44	31																				

2017-JANUARY							2017-FEBRUARY							2017-MARCH							2017-APRIL							
W	M	T	W	T	F	S	W	M	T	W	T	F	S	W	M	T	W	T	F	S	W	M	T	W	T	F	S	
52						1	5			1	2	3	4	9			1	2	3	4	5	13						1
1	2	3	4	5	6	7	6	6	7	8	9	10	11	10	6	7	8	9	10	11	14	3	4	5	6	7	8	
2	9	10	11	12	13	14	7	13	14	15	16	17	18	11	13	14	15	16	17	18	15	10	11	12	13	14	15	
3	16	17	18	19	20	21	8	20	21	22	23	24	25	12	20	21	22	23	24	25	16	17	18	19	20	21	22	
4	23	24	25	26	27	28	9	27	28					13	27	28	29	30	31		17	24	25	26	27	28	29	
5	30	31																										

2017-MAY							2017-JUNE							2017-JULY							2017-AUGUST								
W	M	T	W	T	F	S	W	M	T	W	T	F	S	W	M	T	W	T	F	S	W	M	T	W	T	F	S		
18	1	2	3	4	5	6	22				1	2	3	4	26						1	2	31				1	2	3
19	8	9	10	11	12	13	23	5	6	7	8	9	10	27	3	4	5	6	7	8	9	32	7	8	9	10	11	12	
20	15	16	17	18	19	20	24	12	13	14	15	16	17	28	10	11	12	13	14	15	16	33	14	15	16	17	18	19	
21	22	23	24	25	26	27	25	19	20	21	22	23	24	29	17	18	19	20	21	22	23	34	21	22	23	24	25	26	
22	29	30	31				26	26	27	28	29	30		30	24	25	26	27	28	29	30	35	28	29	30	31			
														31	31														

New Test Method Plan in FY17

<FY17 is IKEA Fiscal Year from 2016 Sep. to 2017 Aug.>

Food Contact Material

• Rubber and Elastomers

IOS-PRG-0021
21 CFR 177.1210
Resolution ResAP(2004)4

• ABS

IOS-MAT-0103
21 CFR 177.1020

• PS

IOS-MAT-0103
21 CFR 177.1640

• Organic Coating

IOS-PRG-0021
21 CFR 175.300
21 CFR 175.210

• EVA

IOS-MAT-0103
21 CFR 177.1350

Toys

IOS-PRG-0010

EN 12868 for teething and soothers. Saliva extraction followed by GC-TEA
EN71-12 for other elastomer products: Saliva extraction followed by HPLC-MS/MS