



Business Newsletter

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New Approved Test Method

Chemical

IOS-PRG-0010

- Lead and lead compounds as per ASTM F963
- Heavy metal migration as per AS/NZS ISO 8124.3
- Total heavy metal (Pb, Hg) as per SOR 2011-17
- Heavy metal migration as per GB 6675

New Ready Test Method

Furniture

ANSI/BIFMA X5.5

Work Table Office Use Tests

Ready
in Mar.

Test Method Introduction

Furniture

IOS-TM-0020 Climate Chamber



We find that the quality of the board based furniture will be affected in special environments. IOS-TM-0020 is developed in order to evaluate the strength of the board based furniture in humidity variations. The strength test will be performed in the conditions that shall simulate all tropical countries. A complete humidity test cycle includes in the following order:

- 1 week conditioning at 23°C and 50%,
- 3 weeks in 85% RH and 28°C,
- 2 weeks in 25% RH 28°C.

IOS-TM-0020 will lead to improvements in construction, material selection, and other parameters to products.

FY13 New Test Method Development

Toys

IOS-PRG-0010

- EN71-1: Mechanical & physical properties
- EN71-2: Flammability
- EN71-9: Organic Chemical Compounds
- ASTM F963: Standard Consumer Safety Specification for Toy Safety
- Commonwealth of Pennsylvania Stuffed Toy Regulations, Title 34, Section 47.317: Cleanliness of stuffing material
- SOR 2011-17 Chemical requirements: Heavy metal migration

Chemical

IOS-MAT-0012

Latex in **mattresses**

- Butadiene
- Pesticides (in latex made wholly or partly from natural rubber)

IOS-MAT-0088

Silver (Ag) deposit on silver coated, copper free mirror glass

Next issue: Plan for chemical on products in contact with foodstuffs

ITTC Customer Survey Result

In order to provide better service and strengthen cooperation, in Jan 2013 we invited all TAGC suppliers to participate in our customer survey...

Our survey covered four parts: Report Quality, Invoice & Payment, Client Service and Training & Communication. Here below you may find the scale for each topic:

Property	No.	Question description	Score	Average	ITTC Total
Report Quality	1	On time delivery of test report.	3.44	3.40 (85%)	3.30 (82.50%)
	2	Accurate test result.	3.36		
	3	Clear information in Test Report.	3.39		
Invoice & Payment	4	On time delivery of invoice.	3.32	3.37	
	5	Clear information in Invoice.	3.38		
	6	Accountant's service.	3.40		
Client Service	7	Attitude of Client Service	3.51	3.38 (84.5%)	
	8	Quick response of Client Service	3.42		
	9	Professional of Client Service	3.36		
	10	Confirmation letter	3.31		
	11	Pre-notice for reports that may delay	3.33		
	12	Service of "return sample"	3.34		
Training & Communication	13	On time delivery of ITTC newsletter	2.71	2.98 (74.5%)	
	14	Supplier Open Day	3.06		
	15	ITTC website	3.16		

All TAGC suppliers were invited to participate in our Customer Survey. The overall response rate is 70%, and for top 200 suppliers (per test volume), the rate even reached to 80%, which is very supportive for us. Thank you very much for your assistance!

Score: 1-Dissatisfied; 2-Acceptable; 3-Good; 4-Excellent

From our customer's feedback, we have noticed that for "Training & Communication" part, we still have much space to improve.

Meanwhile, we received a lot of constructive inputs/constructions from the clients, which already been discussed by ITTC management, and will be improved in 2013.

Coming up action plans:

1. Continuously improve ITTC test report format, to make it more clear and readable.
2. Add following test methods into our FY13 method development plan:
Food contact test/TVOC/UV free monomers/TB117.
3. Well maintain client info. to ensure the successful delivery of ITTC latest newsletter.
4. Well maintain ITTC website to provide more valuable information for our clients.

Positive opinions:

- ✓ Excellent services, accuracy in test report and on time delivery, which help us keeping good tracking on product quality.
- ✓ For overall feeling, ITTC is very professional; People in ITTC are very nice.
- ✓ We hope to have continuous cooperation with ITTC in 2013.



2013																											
Apr.							May							Jun.													
W	S	M	T	W	T	F	S	W	S	M	T	W	T	F	S	W	S	M	T	W	T	F	S				
14		1	2	3	4	5	6	18				1	2	3	4	22							1				
15	7	8	9	10	11	12	13	19	5	6	7	8	9	10	11	23	2	3	4	5	6	7	8				
16	14	15	16	17	18	19	20	20	12	13	14	15	16	17	18	24	9	10	11	12	13	14	15				
17	21	22	23	24	25	26	27	21	19	20	21	22	23	24	25	25	16	17	18	19	20	21	22				
18	28	29	30					22	26	27	28	29	30	31	26	23	24	25	26	27	28	29					
															27	30											

If you are interested to participate, pls contact Niki Tao at least 2 days in advance.
E-mail: niki.tao@ikea.com
(For better communication, maximum is 10 persons one time, and not more than 2 persons from 1 supplier.)

If you don't know...

How to read our test report? [Click Here!](#)

How to contact our client service? [Click Here!](#)

You can also find our last updated test application form and more detailed information about ITTC in our official website: www.ittc-lab.com