



# Business Newsletter

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## New Approved Test Methods

### Chemical

#### **IOS-MAT-0010**

Emissions (VOC) acc. to ISO 16000-9,-6

Formaldehyde and lower aldehydes - emissions, ISO 16000-3

#### **IOS-PRG-0010**

Emissions (VOC) acc. to ISO 16000-9,-6

### More about VOC

For the moment, ITTC is approved to perform VOC testing on all IKEA articles excluding leather/artificial leather products.

ITTC have different sizes of chambers. For detailed test information, please contact our Client Service Department.

## New Ready Test Methods

### Toys

#### **IOS-PRG-0010**

EN 71-1 Mechanical and physical

EN 71-2 Flammability

ASTM F963-11 Mechanical and physical,  
Flammability



## FY15 New Test Method Development

### Furniture

#### **IOS-PRF-0029**

ANSI-BIFMA X5.1-2011

General-Purpose Office Chairs - Tests

### Toys

#### **IOS-PRG-0010**

AS/NZS ISO 8124.1 Mechanical and physical

GB 6675 Mechanical and physical, Flammability

SOR 2011-17 Mechanical and physical, Flammability

< "FY15" is IKEA Fiscal Year from 2014 Sep. to 2015 Aug. >

# FY14 ITTC Customer Survey

In order to provide better service and strengthen cooperation, in July 2014 we invited the top 100 suppliers of ITTC (evaluated by volume of business), to participate in our customer survey. The overall response rate was 80%. Thank you very much for your assistance!

		Score	
<b>Client Service</b>			
Q01.	On time response	3.4	85%
Q02.	Attitude	3.5	88%
Q03.	Communication	3.4	85%
Q04.	Professionalism	3.3	83%
Q05.	Sample Return	3.3	83%
<b>Quality of Rest Report</b>			
Q06.	On time delivery	3.5	88%
Q07.	Reliable test result	3.2	80%
Q08.	Clear & Easily understanding	3.3	83%
<b>Quality of Invoice &amp; Payment</b>			
Q09.	On time delivery of invoice	3.4	85%
Q10.	Clear information	3.4	85%
Q11.	Accountant's Service	3.3	83%
Average			<b>84%</b>

## For Testing Service:

We were glad to see that our work in FY14 was appreciated by our suppliers. All scores were higher than 3.0, which means "Good". The high score for attitude and on time delivery were particularly pleasing.

On the other hand, we still have some areas for further improvement. In FY15 we will have more technical training for CS to improve our professionalism. We are also working closely with TASA Trading and suppliers to discuss issues where they may have any concerns on test results.

What's more, we highly appreciate receiving the many helpful comments from the survey. ITTC will continue to work on improvements in the near future!

## For Training Service:

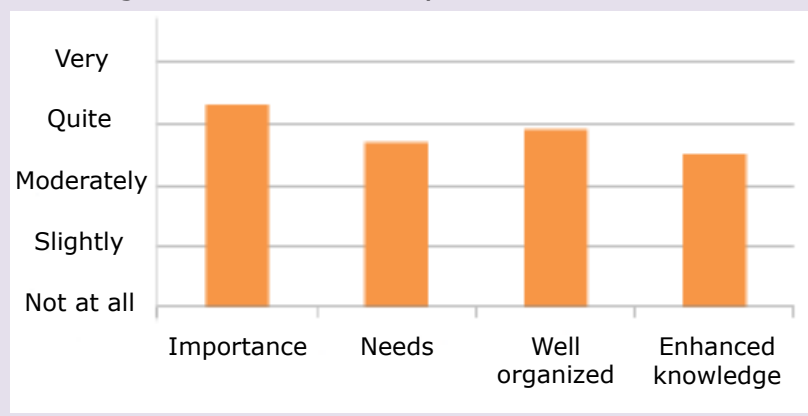
For Training & Seminar survey, we know that our suppliers realize the importance of this service, and show that they have a strong need to attend our "supplier open day" and "training & seminars".

According to suppliers who attended the events, the training was well organized and important to them. This kind of events also enhance supplier knowledge about testing.

We still have room for improvement. Our ITTC management team are now discussing the future strategy for training and how we can offer a better service.

**Score:** 1-Dissatisfied, 2-Acceptable, 3-Good, 4-Excellent

## Training & Seminar Survey



## ITTC Supplier Open Day

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

If you are interested to participate, pls contact Lynn Chen at least 2 days in advance.

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(For better communication, maximum is 10 persons one time, and not more than 2 persons from 1 supplier.)

√ You can find more information in ITTC website.