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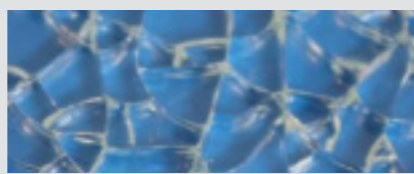
You can see a new appearance in this version. From now on more information about ITTC will be published in ITTC Newsletter!

New Approved Test Methods

IOS-MAT-0037

Clear Float Glass

Fragmentation of tempered glass, EN12150-1: 2000, section 8



Pic.: After fragmentation test

A new function in ITTC

To achieve a better and quicker communication between ITTC and Purchasing Operations Area(POA), a new position named Technical Support was created in ITTC from 1st July, 2015. This new position will focus on assuring the technical integrity of all ITTC test methods and specifications to ensure compliance with the latest global standards. This is an important new role for ITTC and will require close cooperation with IKEA Laws & Standard and IKEA Test Lab (Sweden).

Anna Chen, previously Chemical Lab Manager in ITTC for the past 5 years, has now moved to this new role as Technical Support Manager. She will provide ongoing support to Product Requirements & Compliance for China/Global Retail and POA as an advisory chemical specialist, as well as supporting ITTC departments and ITTC customers on specific chemical issues.

If you need chemical technical support, please send email to ITTC common Email. <itcc.cs@ikea.com> You can also send email directly to Anna Chen to ask for help. <anna.chen2@ikea.com>

ITTC Customer Survey Result

In order to provide better service and strengthen cooperation, in June 2015 we invited 109 clients of ITTC to participate in our customer survey.

This time, ITTC put the survey online and received more open comments than last year. These comments are very helpful to us. There are two parts covered in the questionnaire, Testing Service and Communication & Marketing.

Part I. Testing Service Result

Property	No.	Question description	Score	Average	ITTC Total
Client Service	1	Prompt response on test request	3.23	3.28	3.34 (84%)
	2	Requirement understanding	3.32		
	3	Attitude	3.40		
	4	Professionalism	3.22		
	5	Sample return	3.25		
Test Report	6	On time delivery	3.46	3.34	
	7	Clear and completeness	3.34		
	8	Technical competence	3.22		
Invoice & Payment	9	On time delivery	3.38	3.41	
	10	Clear information	3.46		
	11	Accountant's service	3.39		

Part II. Communication & Marketing

This part includes Supplier Open Day, ITTC competence, Test capacity and so on. According to the results, there are some areas for improvement. We welcome the feedback and we are taking action to further improve capacity and develop more test methods to support suppliers.

We have received a lot of positive opinions and suggestions. Thank you always for being so supportive to ITTC and growing together with us!

ITTC Supplier Open Day

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

ITTC has opened a Wechat Platform named <ittctips> for Chinese suppliers.

You can now add this App, and follow us on wechat by scanning the below QR-code or finding out ID name <ittctips> directly.

We will add more information about ITTC in future.



SCAN ME!

by Wechat



IKEA Test Lab & Training Centre ,

Welcome to join us !

Would you like to join us ? We have below vacancies :

Furniture Lab Technician Component Lab Technician

Chemical Lab Technician Facility Support

We provide opportunities for people who are honest, humble and have a positive working attitude. ITTC offers not only career development, but also your personal development.

If you want to know more details, please contact us by: itcc.human.cn@ikea.com



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