



Good News: ITTC official website www.ittc-lab.com will launch out in March, 2012.

Particle Board: Why to test?

Due to many wood materials applied to furniture and other product manufacturing, customers pay attention on their quality. Now ITTC has opened some physical tests related to particle board to confirm IKEA quality. Through performing these tests here in ITTC, we hope to be a help to secure that IKEA's demand on articles are fulfilled and by that IKEA's customers are happy with the quality.



The test methods are:

- Modulus of elasticity in bending and of bending strength test
- Swelling in thickness after immersion in water test
- Tensile strength perpendicular to the plane of the board (Internal bond)

Test Amendment of Ceramics, Glassware and rim, Enamelware IOS-PRG-0021 V7

	Ceramic	Glassware	Enamelware
Flatware	Cobalt 0.02 mg/dm ² Barium 0.2 mg/dm ²	Cobalt 0.02 mg/dm ²	Cobalt 0.02 mg/dm ²
Small hollowware	Cobalt 0.1 mg/l Barium 1.0 mg/l Zinc 3.0 mg/item	Cobalt 0.1 mg/l	Cobalt 0.1 mg/l Barium 1.0 mg/item Zinc 3.0 mg/item
Large hollowware	Cobalt 0.1 mg/l Barium 1.0 mg/l Zinc 3.0 mg/l	Cobalt 0.1 mg/l	Cobalt 0.1 mg/l Barium 1.0 mg/l Zinc 3.0 mg/l
Drinking Rim	Cobalt 0.05 mg/item Barium 0.2 mg/dm ²	Cobalt 0.05 mg/item	Cobalt: 0.05 mg/item



Client Survey Result:

100 clients, including IKEA China suppliers, non-China suppliers, sub-suppliers and co-workers from other IKEA business units, were selected according to their test volume, which also cover top 10 from our four test departments.

ITTC sent out the customer survey Dec. 2011, and this survey covers four parts: report quality, invoice and payment, client service, training and communication. We have summarized the feedback as follows:

Total client satisfaction fulfillment rate is **83%**. We have quoted some of our clients' feedback as follow:

"Quick response, easy communication, short TAT. Everyone in ITTC is **positive** to solve our requests at any time!"

"ITTC is a very **professional testing lab**, with very **good service** and **high report quality!**"

Meanwhile, we received a lot constructive suggestion from the clients, which will be improved in 2012.



Supplier Day Arrangement:

For easy communication with IKEA suppliers, ITTC will set up regular **Supplier Day** open for visitors, twice per month in 2012. We'll send detail agenda tertial in newsletter.

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

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

Supplier Day

Remarks: Maximum is 20 persons one time, and not more than 2 persons from 1 supplier.

Free Seminar Invitation:

ITTC will hold a free seminar regarding to IOS-PRG-0021: Food Contact on 27th April. If you are interested in it, pls contact Connie Tan.

Email:
connie.tan@ikea.com

Social Responsibility- IKEA SOFT TOY CAMPAIGN FY12

Dec.5th -7th, 22 IKEA co-workers from different business units in China went to Lanzhou, Gansu Province together with officers of UNICEF to get the first hand information on how the ECD program runs.

IKEA donates 1 EURO by selling every piece of soft toy. The donation is for the kindergarten teachers training of ECD project but not the construction of facilities.

Since the start in 2003, IKEA Soft Toy Campaign have raised €35.2 million, helping 8 million kids get better teachers, classrooms, books and pencils.



What is "ECD Project"?

ECD = Early Child Development

ECD Project is a spiritual charity project, aiming to help children in rural area gain opportunities to receive good early education. We support UNICEF to contribute to the training of teachers as well as developing guidelines and teaching materials for their daily use.



What do we want to achieve by joining this project?

We visited 5 kindergartens in these 3 days, during this period, we absorbed a lot and got deeply know about the importance of early child development. Early childhood is the most rapid period of development in a human life. Although individual children develop at their own pace, all children progress through an identifiable sequence of physical, cognitive, and emotional growth and change. The Early Child Development (ECD) approach is based on the proven fact that young children respond best when caregivers use specific techniques designed to encourage and stimulate progress to the next level of development.