

The logo for HQTS, featuring the letters 'HQTS' in a bold, red, sans-serif font. The letter 'Q' is stylized with a red and white striped pattern inside its counter.

Quality Solutions With You Every Step



# AUDITS & CONSULTING

[WWW.HQTS.COM](http://WWW.HQTS.COM)





## ▶ ABOUT HQTS

HQTS is a leading global service provider in quality assurance for consumer and industrial products. Accredited by CNAS against ISO17020 & ISO17025, HQTS provides best-in-class inspections, auditing, product testing, and consulting services throughout Asia.

Leveraging the rich knowledge and industry experience of over 500 specialists in our global team, the HQTS organization is dedicated to helping you meet the Quality, Safety and Ethical Standards you demand throughout your supply chain; thereby improving your competitiveness and efficiency in the global marketplace.

## ▶ FACTORY AUDIT

As a buyer, it is of the utmost importance to select the best supplier. If you expect your supplier to deliver products of the highest quality, correct quantities and to ship on the agreed dates, your supplier needs to meet certain standards within their operations. Depending on your needs, we at HQTS will conduct either a technical or supplier audit, that will help you decide if the manufacturer or supplier can meet your requirements.

This audit will help you understand the capabilities and conditions of a manufacturer or supplier before any business decisions are made, saving you potential headaches which are common when working with new suppliers. With the extensive knowledge and experience of our auditors, we can evaluate manufacturers with respect to the following conditions:

- Manufacturer's background
- Manpower
- Production capability
- Machinery, facilities & equipment
- Manufacturing process & production lines
- In-house quality system such as testing & inspection
- Management system & capability
- Environment

## ▶ SOCIAL COMPLIANCE AUDIT

Until recently, the primary concern of most buyers has been product quality, price and delivery terms. In recent years however, social compliance awareness has been on the increase, meaning buyers now demand that their suppliers meet the required standards associated with regulatory guidelines. The HQTS Social Compliance Program is a rational and cost effective solution for buyers, retailers and manufacturers wishing to avoid supplier compliance problems. We are able to conduct audits according to SA8000, ETI, ICTI, BSCI, and various other enterprise specific codes of conduct, ensuring your supplier fully complies with social responsibility issues that affect your country of operation.

### The following conditions are audited:

- Child labor
- Forced labor
- Discrimination
- Minimum wage
- Dormitories
- Overtime wage
- Working hours
- Social benefits
- Health and safety
- Environmental factors
- Anti-bribery

## ▶ C-TPAT AUDIT

The Customs & Trade Partnership against Terrorism (CTPAT) is a joint US government and business voluntary program to build cooperative relationships that strengthen the global supply chain and border security by improving security for the transportation of persons, conveyances, and cargo throughout the commercial shipping process. This audit ensures that all merchandise shipments going to the USA are handled in accordance with C-TPAT requirements.

### The following conditions are audited:

- Vital Items
- Conveyance Security
- Container Security
- Physical Access Controls
- Personnel Security
- Procedural Security
- Physical Security
- Security Training and Threat Awareness
- Information Technology
- Awareness
- Security

## CERTIFICATION CONSULTING

HQTS consulting staff can help any company seeking to improve their business management system and provide training for managers, internal auditors and other individuals seeking to further their knowledge of international quality standards and related certifications.

HQTS can help your company establish all internal processes and procedures to comply with various ISO certification requirements, including forms, evaluations, metrics, and continuing education.

HQTS has strong certification consulting capabilities to assess whether management systems are consistent with published standards, such as ISO9000 and ISO14000, OHSAS18000, HACCP, SA 8000, ISO/TS16949 and etc.

For companies seeking ISO certification, using HQTS as a preliminary step can save significant costs in the certification process.

## TRAINING

HQTS is renowned in the industry for its training protocols and systems in Quality Assurance (QA), Control (QC), and Ethics. These serves as the basis for our best-in-class service offerings and deliverables.

We can empower your organization by passing on to your staff the benefits of our knowledge and experience in the QA through our turn-key or custom training solutions. HQTS can help you define, establish, and institutionalize your Quality Assurance requirements and systems throughout, from top management to core operations.

A typical framework includes eight essential elements that makeup the roadmap for institutionalizing quality processes. We help you learn these essential elements that form the building blocks required to implement and sustain QA success throughout your organization. Whether it means defining, measuring, and/or improving quality, our training programs can help you succeed.

### The turn-key training program includes:

- The Quality Assurance Roadmap
- Managing for Quality Assurance
- Managing through Performance Standards
- Staff training for QA, QC and Ethics
- Auditor training to ISO9000, ISO14000, OHSAS18000, HACCP, SA8000, ISO/TS16949
- Quality Assurance and Control training for suppliers

## MANAGEMENT CONSULTING



HQTS helps our clients to create value and architect change through our unique spectrum of management consulting services.

As companies extend their reach and globalize their operations, they rely more and more on the consulting services that HQTS offers to assist them in establishing and managing overseas operations, and in the re-engineering and quality control management of existing operations.

Whether your needs are for sourcing, manufacturing, quality management, or business development, you need a strong partner to cope with the complexity of doing business in Asia. Our depth of knowledge, experience, and local reach can be the support you need to limit risk and achieve your goals.

### Consulting services:

- Quality management
- Manufacturing management
- Salary & performance management
- Human resources management
- 5S management
- Information system set-up
- Social compliance consulting



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