

Inspection playbook

Your complete guide to conducting inspections

Garments | Toys | Furniture | Electronic and electrical goods





Table of contents



Background	3
Leveraging AQL in inspections	4
Inspection defect lists	7
Adult Apparel (mass market)	8
Toys	27
Furniture	32
Electronic & Electrical	36
About us	40

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Tapping into the post-pandemic retail industry with high quality goods



Background

As vaccination programmes roll out gradually in different countries, the general public is breathing a collective sigh of relief. Data (Deloitte State of the Consumer Tracker, as of 28 April) has indicated that consumers in key markets such as the US, Canada, Spain, UK, France, Germany, the Netherlands, Japan, South Korea and China, have expressed less anxiety than before, as optimism rises.

The Economist Intelligence Unit is also forecasting robust growth in the retail industry in 2021 among key regions, including growth of 5.8% in Asia and Australasia, 3.7% in western Europe and 3.2% in North America.

We are all acutely aware of how intertwined the quality of your goods is with customer loyalty and brand perception. This holds true even in the time of a global pandemic, despite changes in both purchasing practices (online over traditional shopping) and patterns (household items over fashion and footwear items).

On-site inspection as a way of monitoring and assessing the quality and compliance of goods has proven to be highly effective, especially when production sites are miles away from you and travel is not always feasible or advisable. Trained inspectors, whether they are on your team or from the factories or services providers, give you objective and measurable results of the goods' quality, eliminating unwanted surprises when the goods land in the retail space or arrive at the homes of consumers.

As a supplier, having a robust quality control system in place can demonstrate your commitment to delivering goods that will match the buyer's expectations. Conducting an inspection during the production helps brands to identify possible issues and take corrective measures, reducing defect rates at a later stage.

In this playbook, we will provide an easy-to-understand perspective on AQL standards application and the defect lists designed by our inspection experts for the four most common consumer goods, to help businesses in implementing inspections instantly and efficiently.

Product Inspection Acceptance Quality Limit (AQL)

Table 1

	General Inspection Levels			Special Inspection Levels			
Lot Size	I	II	III	S1	S2	S3	S4
2 to 8	A	A	B	A	A	A	A
9 to 15	A	B	C	A	A	A	A
16 to 25	B	C	D	A	A	B	B
26 to 50	C	D	E	A	B	B	C
51 to 90	C	E	F	B	B	C	C
91 to 150	D	F	G	B	B	C	D
151 to 280	E	G	H	B	C	D	E
281 to 500	F	H	J	B	C	D	E
501 to 1200	G	J	K	C	C	E	F
1201 to 3200	H	K	L	C	D	E	G
3201 to 10000	J	L	M	C	D	F	G
10001 to 35000	K	M	N	C	D	F	H
35001 to 150000	L	N	P	D	E	G	J
150001 to 500000	M	P	Q	D	E	G	J
500000 and more	N	Q	R	D	E	H	K

Table 2

		Acceptance Quality Limit (AQL) - Normal Inspection																								
Letter code	Sample size	0.4		0.65		1		1.5		2.5		4		6.5												
		Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re											
A	2	↓		↓		↓		↓		↓		↓		0	1											
B	3															↓		0	1	↑						
C	5															↓		0	1	↑		↓				
D	8															↓		0	1	↑		↓		1	2	
E	13	↓		↓		0		↑		↓		1		2	2	3										
F	20											0		1	↑		↓		1	2	2	3	3	4		
G	32											0		1	↑		↓		1	2	2	3	3	4	5	6
H	50											↑		↓		1		2	2	3	3	4	5	6	7	8
J	80	↓		1		2	2	3	3	4	5	6	7	8	10	11										
K	125	1	2	2	3	3	4	5	6	7	8	10	11	14	15	21	22									
L	200	2	3	3	4	5	6	7	8	10	11	14	15													
M	315	3	4	5	6	7	8	10	11	14	15	21	22													
N	500	5	6	7	8	10	11	14	15	21	22															
P	800	7	8	10	11	14	15	21	22																	
Q	1250	10	11	14	15	21	22	Re: Rejection number Ac: Acceptance number																		
R	2000	14	15	21	22	↓ : Use first sampling below arrow					↑ : Use first sampling above arrow															



Inspection defect lists

Defects on a product can come in various forms, at different locations on the product, and be of varied adverse impact on the sellable value of the goods.

Based on our knowledge and experience in the industry, we have developed upcoming defect lists of four common consumer goods in the market, which can be used by QC/QA teams immediately in inspection. Alternatively, you can modify the lists to best suit your own needs.

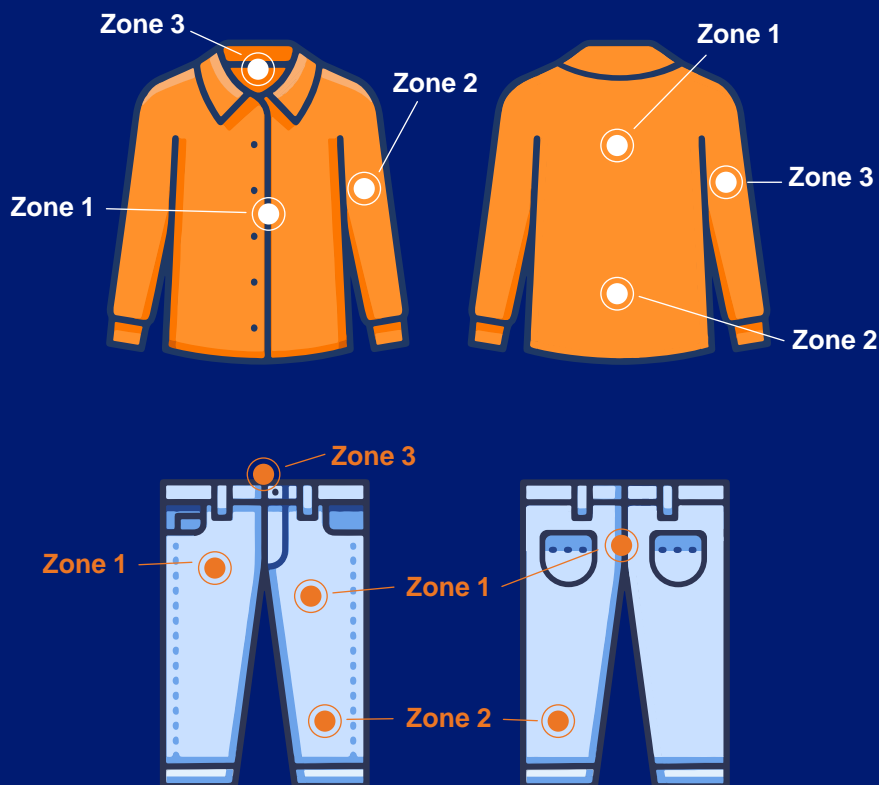
Defects are categorised by the attributes and properties of the goods. For example, workmanship of a garment is an important assessment criteria, while the safety of a toy is more significant. It can also effectively serve as a step-by-step inspection flow of the relevant goods. We have also included the conclusion of defect type classification – critical, major and minor. Definitions of these three types of defects are as follows:

- Critical defect: a defect that fails to meet mandatory regulations and/or affects the safety of consumers/end users.
- Major defect: a defect that leads to product failure and reduction of product's usability or saleability to a large extent.
- Minor defect: a defect that shows deviation from quality standard but is not likely to reduce the usability or saleability of the product.



Defect list for Adult Apparel | ||

(mass market)



Size	Class
> 2 cm	A
> 0.5 cm and > 2 cm	B
< 0.5 cm	C

1 Fabric defects

1.1. Yarn

Defect	Size class	Position class		
		Zone 1	Zone 2	Zone 3
a. Foreign yarn	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
b. Coarse yarn	A	Major	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
c. Pulled yarn	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Thick yarn	A	Major	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
e. Loop yarn	A	Major	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
f. Burned yarn	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
g. Defective yarn	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
h. Loose yarn	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor

1.2 Knitting

a. Knitting bar	A	Major	Major	Major
	B	Major	Major	Minor
	C	Minor	Minor	Minor
b. Knitting defect	A	Major	Major	Major
	B	Major	Major	Minor
	C	Minor	Minor	Minor
c. Knitting hole	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
d. Knitting knot	A	Major	Major	Major
	B	Major	Minor	Minor
	C	Major	Minor	Minor
e. Running knit	A	Major	Major	Major
	B	Major	Major	Major
	C	Minor	Minor	Minor
f. Needle drop	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Minor

1 Fabric defects				
g. Needle skipped	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Minor
h. Wrong mending	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
i. Knitting loose	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Minor
j. Single ply	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Minor
1.3 Weaving				
a. Weaving bar	A	Major	Major	Major
	B	Major	Major	Minor
	C	Minor	Minor	Minor
b. Weaving defect	A	Major	Major	Major
	B	Major	Major	Minor
	C	Minor	Minor	Minor
c. Weaving hole	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
d. Weaving knot	A	Major	Major	Major
	B	Major	Minor	Minor
	C	Major	Minor	Minor
e. Fabric damage	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
f. Fabric loose	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
g. Reverse fabric joint	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
1.4 Aspect				
a. Pilling	A	Major	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
b. Flying dust	A	Minor	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
c. Uneven fringes length	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Uneven shape	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor

1 Fabric defects				
1.5 Leather defects				
a. Scars & leather / PU appearance	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
b. Tanning	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
c. Grain and finishing treatment	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
d. Damaged leather / PU	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
2 Colour defects				
2.1 Mark				
a. Cleaning mark	A	Major	Major	Major
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
b. Pencil mark	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
c. Shining mark	A	Major	Major	Major
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
d. Rope mark	A	Major	Major	Major
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
e. Chalk mark	A	Major	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
f. Crease mark/ dia mark	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
g. Washing mark	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
2.2 Colours				
a. Colour variation	A	Major	Major	Major
	B	Major	Major	Minor
	C	Minor	Minor	Minor
b. Shade variation on same piece	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
c. Colour bar	A	Major	Major	Major
	B	Major	Major	Minor
	C	Minor	Minor	Minor

2 Colour defects				
d. Washing defects	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
e. Uneven dyeing	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
f. Uneven wash	A	Major	Major	Major
	B	Major	Major	Minor
	C	Minor	Minor	Minor
g. Stone mark	A	Major	Major	Major
	B	Major	Major	Minor
	C	Minor	Minor	Minor
h. Acid/ bleach mark	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
i. Off shade defect	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
j. Dyeing defect	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
2.3 Stain				
a. Dirty stain – not removable	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
b. Dirty stain – removable	A	Major	Major	Major
	B	Major	Minor	Minor
	C	Major	Minor	Minor
c. Oil stain	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Minor	Minor
d. Printing stain	A	Major	Major	Major
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
e. Chemical stain	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Minor	Minor
3 Accessories & label defects				
3.1 Buttons				
a. Broken button	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Missing button	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major

3 Accessories & label defects

c. Wrong positioned button	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Unsecured button	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
e. Poor button assembly (half-stitched)	A	Minor	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
f. Wrong button (colours/ style)	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor
g. Rust on button	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
h. Button hole too tight	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
i. Poor finishing of button hole	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
j. Damaged button hole	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
k. Asymmetric button line	A	Major	Major	Major
	B	Major	Minor	Minor
	C	Major	Minor	Minor
l. Wrong button alignment	A	Major	Major	Major
	B	Major	Minor	Minor
	C	Major	Minor	Minor
3.2 Sequin, stones/ pearls				
a. Broken sequin, stones/ pearls	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Missing sequin, stones/ pearls	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
c. Wrong positioned sequin, stones/ pearls	A	Major	Major	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
d. Unsecured sequin, stones/ pearls	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
e. Poor sequin, stones/ pearls	A	Minor	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor

3 Accessories & label defects

f. Poor finishing of sequin, stones/ pearls	A	Minor	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
g. Wrong sequin, stones/ pearls (colours/ styles)	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor
h. Wrong alignment of sequin, stones/ pearls	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor

3.3 Rivets and eyelets

a. Broken rivets/ eyelets	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Missing rivets/ eyelets	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
c. Wrong position rivets/ eyelets	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Unsecured rivets/ eyelets	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
e. Poor rivets/ eyelets assembly	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
f. Poor finishing rivets/ eyelets	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Major	Minor	Minor
g. Rust on rivets/ eyelets	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
h. Wrong riverts/ eyelets (colours/ styles)	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor
i. Wrong rivets/ eyelets alignment	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor

3.4 Snaps

a. Broken snaps	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Missing snaps	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
c. Wrong position of snaps	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor

3 Accessories & label defects

d. Unsecured snaps	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
e. Poor snaps assembly	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
f. Poor finishing of snaps	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Major	Minor	Minor
g. Rust on snaps	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
h. Wrong snaps (colours/ styles)	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor
i. Defect on snap appearance	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
j. Wrong snap alignment	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor

3.5 Zippers

a. Broken zippers	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Missing zippers	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
c. Wrong position of zippers	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
d. Zippers not straight	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Minor
e. Poor zippers assembly	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
f. Rust on zippers	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
g. Wrong zipper style	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Major	Minor	Minor
h. Wrong zipper colours	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor

3 Accessories & label defects

i. Zipper colour bled	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor

3.6 Embroidery

a. Broken embroidery	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Missing embroidery	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
c. Wrong position of embroidery	A	Major	Major	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
d. Poor finishing of embroidery	A	Minor	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
e. Wrong colour of embroidery	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor
f. Asymmetric embroidery	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
g. Defective embroidery	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor

3.7 Print/ flock

a. Damaged print/ flock	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Missing print/ flock	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
c. Wrong position of print/ flock	A	Major	Major	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
d. Poor finishing of print/ flock	A	Minor	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
e. Wrong colour/ style of print/ flock	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor
f. Asymmetric print/ flock	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
g. Print/ flock visible at back	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Major	Minor

3 Accessories & label defects

h. Slanted print	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Major	Minor
i. Print colour bled	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Major	Minor
3.8 Adjustable waist band				
a. Broken adjustable waist band	A	Major	Major	Major
	B	NA	NA	NA
	C	Major	Major	Major
b. Missing adjustable waist band	A	Major	Major	Major
	B	NA	NA	NA
	C	Major	Major	Major
c. Wrong position of adjustable waist band	A	Major	Major	Major
	B	NA	NA	NA
	C	Major	Major	Major
d. Unsecured adjustable waist band	A	Major	Major	Major
	B	NA	NA	NA
	C	Major	Major	Major
e. Wrong adjustable waist band	A	Minor	Minor	Minor
	B	NA	NA	NA
	C	Minor	Minor	Minor
f. Poor finishing of adjustable waist band	A	Minor	Minor	Minor
	B	NA	NA	NA
	C	Minor	Minor	Minor
g. Uneven adjustable waist band	A	Major	Major	Major
	B	NA	NA	NA
	C	Major	Minor	Minor
3.9 Composition/ care labels				
a. Missing composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Critical	Critical	Critical
b. Wrong composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Critical	Critical	Critical
c. Unsecured composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
d. Mistakes on composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
e. Missing sheet on composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Minor	Minor	Minor
f. Poor cutting of composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Minor	Minor	Minor

3 Accessories & label defects

g. Poor printing of composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Minor	Minor	Minor
h. Slanted composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Minor	Minor	Minor
i. Missing button on composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Minor	Minor	Minor
j. Wrong stitching of composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Minor	Minor	Minor
k. Damaged composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
l. No country of origin on care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
m. Wrong position of composition/ care labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major

3.10 Main/ size labels

a. Missing main/ size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
b. Wrong main/ size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
c. Unsecured main/ size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
d. Mistake on main/ size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
e. Poor printing of main/ size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
f. Slanted main/ size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
g. Wrong position of main/ size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
h. Damaged main/ size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major

3 Accessories & label defects

i. Wrong size of garment	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
j. No country of origin on main/size labels	A	NA	NA	NA
	B	NA	NA	NA
	C	Major	Major	Major
3.11 Price Tags				
a. Broken price tags	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
b. Missing price tags	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
c. Wrong position of price tags	A	Minor	NA	NA
	B	Minor	NA	NA
	C	Minor	NA	NA
d. Unsecured price tags	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
e. Mistake on price tags	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
f. Wrong price tags	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
g. Dirty price tags	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
h. Poor printing of price tags	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
3.12 Other accessories				
a. Broken accessories	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Missing accessories	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
c. Wrong position of accessories	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Unsecured accessories	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
e. Poor assembly of accessories	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major

3 Accessories & label defects

f. Poor finishing of accessories	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
g. Slanted accessories	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
h. Rust on accessories	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
i. Wrong style of accessories	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
j. Defect on accessories' appearance	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
k. Asymmetric straps	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
l. Unsecured straps	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
m. Twisted/ reserve straps	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
n. Wrong position of patches	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
o. Slanted patched	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
p. Accessories colour bled	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
3.13 Elastic bands				
a. Broken elastic bands	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
b. Missing elastic bands	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
c. Poor finishing of elastic bands	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Minor	Minor	Minor
d. Twisted elastic bands	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor

3 Accessories & label defects				
e. Damaged elastic bands	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
f. Sewed adjustable elastic band	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
4 Negligence from suppliers				
4.1 Negligence from suppliers				
a. Forgotten sharp tools	A	Critical	Critical	Critical
	B	Critical	Critical	Critical
	C	Critical	Critical	Critical
b. Forgotten stickers	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
c. Forgotten accessories	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
d. Wrong colour of garment	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
e. Wrong style of garment	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
f. Insects	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
g. Foreign body contamination	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
h. Mould/ mildew	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
i. Wet/ dampened products	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
j. Odour or bad smell	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
5 Manufacturing defects				
5.1 Pockets				
a. Asymmetric pockets	A	Major	Major	Major
	B	NA	NA	NA
	C	NA	NA	NA
b. Missing pockets	A	Major	Major	Major
	B	NA	NA	NA
	C	NA	NA	NA

5 Manufacturing defects

c. Poor shaped pockets	A	Major	NA	NA
	B	Major	NA	NA
	C	Minor	NA	NA
d. Wrong position of pockets	A	Major	Major	NA
	B	Major	Major	NA
	C	Major	Major	NA
e. Poor finishing of pockets	A	Major	Major	NA
	B	Major	Major	NA
	C	Minor	Minor	NA
f. Slanted pockets	A	Major	Major	NA
	B	Major	Major	NA
	C	Minor	Minor	NA
g. Loose pockets	A	Major	Major	NA
	B	Major	Major	NA
	C	Minor	Minor	NA
5.2 Belt loop				
a. Asymmetric belt loop	A	Major	Major	Major
	B	NA	NA	NA
	C	NA	NA	NA
b. Missing belt loop	A	Major	Major	Major
	B	NA	NA	NA
	C	NA	NA	NA
c. Poor shape of belt loop	A	Major	NA	NA
	B	Major	NA	NA
	C	Minor	NA	NA
d. Wrong position of belt loop	A	Major	Major	NA
	B	Major	Major	NA
	C	Major	Major	NA
e. Poor finishing of belt loop	A	Major	Major	NA
	B	Major	Major	NA
	C	Minor	Minor	NA
f. Slanted belt loop	A	Major	Major	NA
	B	Major	Major	NA
	C	Minor	Minor	NA
5.3 Seam/ stitching				
a. Excessive seam/ over stitching	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
b. Puckering	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
c. Unmatching seam	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
d. Uneven seam/ uneven stitching	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor

5 Manufacturing defects

e. Open seam	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
f. Broken stitch	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
g. Missing stitch	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor
h. Irregular stitching/ top stitching	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
i. Skipped stitch	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Major	Minor
j. Open linking	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
k. Loose stitch	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
l. Poor linking/ poor joint stitch	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Major	Minor
m. Pleat	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
n. Incorrectly placed, uneven darts	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
o. Double stitching	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
5.4 Needles				
a. Needle holes	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Broken needles	A	Critical	Critical	Critical
	B	Critical	Critical	Critical
	C	Critical	Critical	Critical
c. Needle cut	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
d. Needle mark	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major

5 Manufacturing defects

5.5 Thread

a. Excessive thread	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
b. Wrong thread tension	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
c. Unmatching thread	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
d. Broken thread	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
e. Uncut thread	A	Minor	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
f. Spreading thread	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
g. Loose thread	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor

5.6 Raw materials

a. Wrong fabric direction	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Raw edge materials	A	Major	Major	Minor
	B	Major	Minor	Minor
	C	Major	Minor	Minor
c. Creased fabric	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Poor shape	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
e. Hole/ bursting	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major

5.7 Marks

a. Folding marks	A	Minor	Minor	Minor
	B	Minor	Minor	Minor
	C	Minor	Minor	Minor
b. Glue marks	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major

5 Manufacturing defects

c. Pressing marks	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Sticker marks	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Minor	Minor
e. Fusing marks	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
f. Ironing/ steam marks	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
g. Steam and/ or wet marks	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
5.8 Up & down				
a. Interling visible	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Major
b. Poor finishing – inside	A	NA	NA	Minor
	B	NA	NA	Minor
	C	NA	NA	Minor
c. Slanted placket	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Uneven placket edge/ uneven collar point	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Major	Minor
e. Twisted grain	A	Major	Major	Minor
	B	Major	Major	Minor
	C	Minor	Minor	Minor
f. Uneven collar	A	Major	NA	NA
	B	Major	NA	NA
	C	Minor	NA	NA
g. Wavy neck	A	Major	NA	NA
	B	Major	NA	NA
	C	Minor	NA	NA
h. Poor finishing – outside	A	Major	Major	NA
	B	Major	Major	NA
	C	Minor	Minor	NA
i. Uneven sleeve, cuff and leg	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Minor	Minor
j. Uneven shoulder/ body	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Minor	Minor

5 Manufacturing defects				
k. Centre front up/down	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
l. Wavy placket	A	Major	NA	NA
	B	Major	NA	NA
	C	Major	NA	NA
m. Uneven bottom hem	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Minor	Minor
n. Asymmetric garment	A	Major	Major	Major
	B	Major	Major	Major
	C	Major	Minor	Minor
5.9 Denim defects				
a. Sand blasting	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
b. Rubbing	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
c. Scratching	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
d. Irregular whiskers	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
e. Over/ uneven distressed	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
f. Over/ uneven grinding	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
g. Uneven PP spray	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor
h. Missing lycra	A	Major	Major	Major
	B	Major	Major	Minor
	C	Major	Minor	Minor

Looking for defect lists for branded or premium adult garments, childrenswear or footwear?

Approach us anytime!





Defect list for Toys

1 Safety			
1.1 General safety	Class		
a. Non-functional sharp point and sharp edge	Critical	NA	NA
b. Insect/ mildew	Critical	NA	NA
c. Knives, blades, needles, and similar sharp foreign object contamination	Critical	NA	NA
d. Incorrect material used	Critical	NA	NA
e. Missing/ illegal label or marking (CE, WEEE, FCC, EMC)	Critical	NA	NA
f. Loose or missing protection end cap of tube	Critical	NA	NA
g. Open seam (EU: CRI) for plush toy	Critical	NA	NA
h. Gap between moving parts < 5mm or > 13mm	Critical	NA	NA
i. Small part or small ball accessible before or after on-site testing (for 36 months under)	Critical	NA	NA
j. Small part without warning (US: for 36 months to 72 months)	Critical	NA	NA
k. Small ball without warning (US: for 36 months to 96 months)	Critical	NA	NA
l. Small part or small ball accessible before and after on-site testing without warning (EU: for over 36months)	Critical	NA	NA
m. Warning of polybag for Canada not in both English and French	Critical	NA	NA
n. Incorrect warnings or markings	Critical	NA	NA
o. Incorrect shape & dimension of CE mark (less than 5mm)	Critical	NA	NA
p. Dimension of WEEE mark is less than 7mm (for electronic toy)	Critical	NA	NA
q. Diameter of tip radius of projectiles is less than 2mm	Critical	NA	NA
r. Leakage of liquid filled toys/ inflatable toys	Critical	NA	NA

2 Appearance

2.1 General appearance	Class		
a. Wrong colour or style or type	NA	Major	NA
b. Excessive/ unpleasant odour	NA	Major	NA
c. Deformed, scratched, dirty mark, chipped, dent mark, burr	NA	Major	Minor
d. Damaged, broken, cracked, rust mark	NA	Major	NA
e. Wobble unit	NA	Major	Minor
f. Poor coating/ plating /polish	NA	Major	Minor
g. Open seam (EU:CRI) or poor seam	Critical	Major	Minor
h. Untrimmed long thread end	NA	Major	NA
i. Over stuffing or under stuffing	NA	Major	NA
j. Paint scratch	NA	Major	Minor
k. White mark	NA	Major	Minor
l. Short shot	NA	Major	Minor
m. Flash	NA	Major	Minor
n. Indentation	NA	Major	Minor
o. Untrimmed long thread	NA	Major	Minor
p. Fabric torn	NA	Major	Minor
q. Elector-plating shadow	NA	Major	Minor
r. Sticker peel off	NA	Major	Minor
s. Battery compartment's cover not closing firmly and properly	NA	Major	NA
t. Elector-plating shadow	NA	Major	NA
2.2 Printing appearance	Class		
a. Incomplete silk screen printing	NA	Major	Minor
b. Silk screen printing off position	NA	Major	Minor
c. Silk screen printing on wrong position	NA	Major	NA
d. Smeared silk screen printing	NA	Major	Minor
e. Incomplete tampo printing	NA	Major	Minor
f. Tampo printing off position	NA	Major	Minor
g. Smeared tampo printing	NA	Major	Minor
h. Tampo printing on wrong position	NA	Major	NA
i. Decal off position	NA	Major	Minor
j. Incomplete decal	NA	Major	Minor
k. Decal printing out of register	NA	Major	Minor
l. Decal color off tone	NA	Major	Minor
m. Torn decal	NA	Major	Minor
n. Incomplete silk screen printing	NA	Major	Minor
o. Silk screen printing off position	NA	Major	Minor
p. Silk screen printing on wrong position	NA	Major	NA
q. Smeared silk screen printing	NA	Major	Minor
r. Decal printing smeared	NA	Major	Minor
s. Sticker peel off	NA	Major	Minor
t. Torn sticker	NA	Major	Minor
u. Printing out of register	NA	Major	Minor
v. Printing smeared	NA	Major	Minor

2 Appearance

2.3 Painting appearance	Class		
a. Over spraying	NA	Major	Minor
b. Under spraying	NA	Major	Minor
c. Paint scratch off	NA	Major	NA
d. Paint peel off	NA	Major	Minor
e. Paint smear	NA	Major	Minor
f. Poor insufficient coverage	NA	Major	Minor
g. Uneven painting	NA	Major	Minor
h. Paint accumulation	NA	Major	NA
i. Paint stain	NA	Major	Minor
j. Poor touch up	NA	Major	Minor
k. Dull colour	NA	Major	Minor
l. Painting off position	NA	Major	Minor
m. Bubbled paint	NA	Major	Minor
n. Orange peel effect	NA	Major	Minor
o. Incomplete lacquer coverage	NA	Major	Minor
p. Lacquer accumulation	NA	Major	Minor
q. Uneven lacquer coating	NA	Major	Minor
r. Lacquer staining	NA	Major	Minor
s. Bubbles in lacquer	NA	NA	Minor
t. Lacquer coating too thin	NA	Major	Minor
u. Lacquer coating too thick	NA	Major	Minor

3 Material

3.1 Wood	Class		
a. Splinter	Critical	NA	NA
b. Broken	NA	Major	NA
c. Crack	NA	Major	NA
d. Rough surface	NA	Major	Minor
e. Worm hole	NA	Major	Minor
f. Black/dead knot	NA	Major	NA
g. Chip	NA	Major	Minor
3.2 Plastic	Class		
a. Air bubble	NA	Major	Minor
b. Burn mark	NA	Major	Minor
c. Flow mark	NA	Major	Minor
d. Flow line	NA	Major	Minor
e. Stress mark	NA	Major	Minor
f. Silver mark	NA	Major	Minor
g. Wire mark	NA	Major	Minor
h. Pits	NA	Major	Minor
i. Short shot (incomplete filling of a mold cavity)	NA	Major	Minor
j. Shrinkage	NA	Major	Minor
k. Gate remnant	NA	NA	Minor
l. Excessive flash	NA	NA	Minor
m. Mould in dirt	NA	Major	Minor
n. Wavy surface	NA	Major	Minor
o. Rough surface	NA	Major	Minor

3 Material			
p. Crack	NA	Major	NA
q. Broken	NA	Major	NA
r. Clamp mark	NA	Major	Minor
s. Too soft	NA	Major	Minor
t. Too hard	NA	Major	Minor
u. Uneven wall thickness	NA	Major	Minor
v. Eject mark	NA	NA	Minor
w. Impure plastic	NA	Major	Minor
x. Plastic reminder	NA	NA	Minor
y. Plastic residue	NA	NA	Minor
z. Weld line	NA	NA	Minor
aa. Part line misalignment	NA	Major	Minor
3.3 Metal	Class		
a. Rust	NA	Major	NA
b. Oxidation	NA	Major	Minor
c. Deformed	NA	Major	NA
d. Bend	NA	Major	Minor
e. Crack	NA	Major	NA
f. Broken	NA	Major	NA
g. Burr	Critical	NA	NA
h. Pin hole	NA	NA	Minor
i. Poor polishing	NA	Major	Minor
j. Polishing compound	NA	NA	Minor
k. Void	NA	Major	NA
3.4 Fabric/ plush	Class		
a. Incorrect pile depth	NA	Major	NA
b. Broken yarn	NA	Major	NA
c. Coarse yarn of fabric	NA	Major	NA
d. Missed yarn	NA	Major	NA
e. Hole at fabric	NA	Major	NA
f. Fabric torn	NA	Major	NA
g. Permanent fold lines in fabric	NA	Major	NA
h. Crease line in fabric	NA	NA	Minor
i. Untrimmed thread end	NA	NA	Minor
j. Long loose thread	NA	NA	Minor
3.5 Paper/ cardboard	Class		
a. Printing out of register	NA	Major	Minor
b. White dot	NA	Major	Minor
c. Colour shade	NA	Major	Minor
d. Smeared printing	NA	Major	Minor
e. Discoloration	NA	Major	NA
f. Incorrect paper type	NA	NA	Minor
g. Creased	NA	Major	NA

3 Material			
h. Torn	NA	Major	NA
i. Printing out of register	NA	Major	Minor
4 Function			
4.1 General function	Class		
a. Unit non-functional or malfunction against reference samples and/ or client's requirement	NA	Major	NA
b. Non-functional or malfunctioning brake system	Critical	NA	NA
c. Non-functional or malfunctioning buckle system	Critical	NA	NA
d. Non-functional or malfunctioning remote controller/ remote receiver/ over-heat of surface	NA	Major	NA
e. Unable to assemble part/ part cannot match	NA	Major	NA
f. No function or malfunction against reference samples and /or client's requirement	NA	Major	NA
g. Wobbling unit	NA	Major	NA
5 Packing			
5.1 General packing	Class		
a. Carton marking missing, incorrect or not legible	Critical	NA	NA
b. Carton type or size not as specification	Critical	NA	NA
c. Carton damaged	Critical	NA	NA
d. Incorrect carton/ case pack assortment	Critical	NA	NA
e. Missing/ incorrect packaging material	Critical	NA	NA
f. Missing product identification	Critical	NA	NA
g. Incorrect carton weight	Critical	NA	NA
h. Incorrect colours, sizes and quality of assortment in cartons	Critical	NA	NA
i. Country of origin on carton not matching	Critical	NA	NA
j. Incorrect packing method	Critical	NA	NA
k. Inadequate carton thickness	NA	Major	NA
l. Carton sealed incorrectly (stapling, tape or glue)	NA	Major	NA
m. Missing cardboard inlay on top / bottom side	NA	Major	NA
6 Sales packaging			
6.1 General sales packing	Class		
a. Package seam split	NA	Major	NA
b. Package deviation	NA	Major	NA
c. Glue visible, dirty, oil, contaminated, filthy, wrinkle and poor cut	NA	Major	Minor
d. Package damaged / dampened / deformed	NA	Major	Minor
e. Missing/ incorrect instruction	NA	Major	NA
f. Illegible or incorrect printing on price tags/ labels	NA	Major	NA
g. Not pressed, folded, hung, poly-bagged or packed as specification	NA	Major	NA
h. Missing/ incorrect components	NA	Major	NA
i. Foreign material within or on the article, hampering use or function of article	NA	Major	Minor



Defect list for Furniture

1 Safety			
1.1 General safety	Class		
a. Non-functional sharp point and sharp edge	Critical	NA	NA
b. Insect/ mildew	Critical	NA	NA
c. Knives, blades, needles and similar sharp foreign object contamination	Critical	NA	NA
d. Incorrect material used	Critical	NA	NA
e. Missing/ non-compliant warning/ caution label or marking	Critical	NA	NA
f. Missing/ non-compliant other label or marking (CE, WEEE, FCC, EMC)	Critical	NA	NA
g. Loose or missing protection end cap of tube	Critical	NA	NA
h. Open seam (EU: CRI) for plush toys	Critical	NA	NA
i. Gap between moving parts <5 mm or > 13mm	Critical	NA	NA
j. Missing/ non-compliant warning/ caution label or marking	Critical	NA	NA
k. Missing other client-specific label or marking (e.g. Green Dot, Recycle, Fragile or other marks)	Critical	NA	NA
l. On-site test failed with safety issue	Critical	NA	NA
2 Appearance			
2.1 General appearance	Class		
a. Burrs/ sharp points/ sharp edges	Critical	NA	NA
b. Size/ colour/ construction/ material deviation from requirement	NA	Major	NA
c. Identification marks/ fragments/ cracks	NA	Major	NA
d. Missing plastic plug/ rubber	NA	Major	NA
e. Scratches	NA	Major	Minor
f. Bad smell	NA	Major	NA
g. Cracks on any construction	NA	Major	NA
h. Rusk mark on metal parts	NA	Major	NA
i. Leather texture/ quality/ colour unmatched	NA	Major	NA
j. Colour mismatch/ different	NA	Major	NA

2 Appearance

k. Crease on seat/ back pad surface	NA	Major	Minor
l. Seat/ back slanted	Critical	NA	NA
m. Up-down (high-low) chair arm/ railings position	NA	Major	NA
n. Missing pre-drill holes on the railing pad and seat/ back pad	Critical	NA	NA
o. Missing screw and nut	Critical	NA	NA
p. Pre-drill hole on railing and seat/ back pad jammed	Critical	NA	NA
q. Stitched on seat/ back unmatched	NA	Major	NA
r. Gap from loose inner panel	NA	Major	NA
s. Screws under back rest and arm rest easily assessable	Critical	NA	NA
t. Wrong colours of frames/ visible creased frames	NA	Major	NA
u. Skipped stitches/ overlapping stitches	NA	Major	NA
v. Open sewing seam/ loose stitches	NA	Major	NA
w. Stitch density too high	NA	Major	NA
x. Stuffing bulged	NA	Major	Minor
y. Stuffing of material exposed	NA	Major	NA
z. Broken leather/ fabric/ PVC surface	NA	Major	NA
aa. Bad quality leather: harsh hard feel, loose belly skin, poor pole coverage and colour mismatched	NA	Major	NA
bb. Bad quality PVC/ PU: hand feeling, thickness, colour mismatched	NA	Major	NA
cc. Dots and spots	NA	Major	Minor
dd. Dirty mark	NA	Major	Minor
ee. Gap between seat and back pad	NA	Major	NA
ff. Loose screws and missing assembling screws	NA	Major	NA
gg. Untrimmed thread end	NA	Major	NA
hh. Deformed	NA	Major	Minor

3 Material

3.1 Wood	Class		
a. Splinter	Critical	NA	NA
b. Broken	NA	Major	NA
c. Crack	NA	Major	NA
d. Rough surface	NA	Major	Minor
e. Worm hole	NA	Major	Minor
f. Black/ dead knot	NA	Major	NA
g. Chip	NA	Major	NA
3.2 Plastic	Class		
a. Air bubble	NA	NA	NA
b. Burn mark	NA	Major	NA
c. Flow mark	NA	Major	NA
d. Flow line	NA	Major	Minor
e. Stress mark	NA	Major	Minor
f. Silver mark	NA	Major	NA
g. Wire mark	NA	Major	Minor
h. Pits	NA	Major	Minor

3 Material			
i. Short shot (incomplete filling of a mold cavity)	NA	Major	Minor
j. Shrinkage	NA	Major	Minor
k. Gate remnant	NA	NA	Minor
l. Excessive flash	NA	NA	Minor
m. Mould in dirt	NA	Major	Minor
n. Wavy surface	NA	Major	Minor
o. Rough surface	NA	Major	Minor
p. Crack	NA	Major	NA
q. Broken	NA	Major	NA
r. Clamp mark	NA	Major	Minor
s. Uneven wall thickness	NA	Major	Minor
t. Eject mark	NA	NA	Minor
u. Impure plastic	NA	Major	Minor
v. Plastic reminder	NA	NA	Minor
w. Plastic residue	NA	NA	Minor
x. Weld line	NA	NA	Minor
y. Part line mis-alignment	NA	Major	Minor
3.3 Metal	Class		
a. Rust	NA	Major	NA
b. Oxidation	NA	Major	Minor
c. Deformed	NA	Major	NA
d. Bent	NA	Major	Minor
e. Crack	NA	Major	NA
f. Broken	NA	Major	NA
g. Burr	Critical	NA	NA
h. Pin hole	NA	NA	Minor
i. Poor polishing	NA	Major	Minor
j. Polishing compound	NA	NA	Minor
k. Void	NA	Major	NA
3.4 Fabric/ plush	Class		
a. Incorrect pile depth	NA	Major	NA
b. Broken yarn	NA	Major	NA
c. Coarse yarn of fabric	NA	Major	NA
d. Missed yarn	NA	Major	NA
e. Hole at fabric	NA	Major	NA
f. Fabric torn	NA	Major	NA
g. Permanet fold lines in fabric	NA	Major	NA
h. Crease lines in fabric	NA	Major	Minor
i. Long loose thread	NA	NA	Minor
4 Function			
4.1 General function	Class		
a. Missing parts/ accessories	NA	Major	NA
b. Broken wooden panels and railings under normal pressure	Critical	NA	NA
c. 5-start base deformed or broken while impacting units	Critical	NA	NA

4 Function			
d. Steel structure deformed/ or noises coming from product after normal pressure or general use	Critical	NA	NA
e. Gas-lift up and down automatically or difficultly	NA	Major	NA
f. Brake mal-function	NA	Major	NA
g. Brake covered by railing	NA	Major	NA
h. Base stucked	NA	Major	NA
i. Difficult to rotate	NA	Major	NA
j. Railing lift up-down with difficulty	NA	Major	NA
k. Poor stability on 5-star base	NA	Major	NA
l. Poor stability from gas-lift and other spare parts matched	NA	Major	NA
m. Dust-proof cover broken when down to the lowest	NA	Major	NA
n. Dust-proof not fully covering roller when up to the highest level	NA	Major	NA
5 Packing			
5.1 General packing	Class		
a. Carton marking missing, incorrect or not legible	Critical	NA	NA
b. Carton type or size not as specification	Critical	NA	NA
c. Damaged carton	Critical	NA	NA
d. Incorrect carton/ case pack assortment	Critical	NA	NA
e. Missing/ incorrect packaging material	Critical	NA	NA
f. Missing product identification	Critical	NA	NA
g. Incorrect carton weight	Critical	NA	NA
h. Incorrect colours, sizes and quality of assortment in cartons	Critical	NA	NA
i. Country of origin on carton not matching	Critical	NA	NA
j. Incorrect packing method	Critical	NA	NA
k. Inadequate carton thickness	NA	Major	NA
l. Carton sealed incorrectly (stapling, tape or glue)	NA	Major	NA
m. Cardboard inlay on top/ bottom side missing	NA	Major	NA
6 Packing			
6.1 General packaging	Class		
a. Package seam split	NA	Major	NA
b. Package deviation	NA	Major	NA
c. Visible glue, dirty, oil, contaminated, filthy, wrinkle or poor cut	NA	Major	Minor
d. Package damaged/ dampened/ deformed	NA	Major	Minor
e. Missing/ incorrect instruction	NA	Major	NA
f. Illegible or incorrect printing on price tags/ labels	NA	Major	NA
g. Not pressed, folded, hung, poly-bagged and packed as specification	NA	Major	NA
h. Components missing of incorrect	NA	Major	NA
i. Foreign material within or on the article, hampering use or function of article	NA	Major	Minor



Defect list for Electronic and Electrical Goods

1 Safety			
1.1 General safety	Class		
a. Any sharp edge/ sharp point/ burrs that may hurt the user	Critical	NA	NA
b. Chemical leakage/ Gas leakage	Critical	NA	NA
c. Live or dead insect found in the unit	Critical	NA	NA
d. Electrical safety warning label/ silkscreen missing, wrong type or badly printed	Critical	NA	NA
e. AC rating label/ silkscreen missing, wrong content or illegible	Critical	NA	NA
f. Wrong national type AC plug/ cable or no certificate/ approval	Critical	NA	NA
g. Damaged AC plug or cable that may cause electrical shock to the user	Critical	NA	NA
h. Exposed metal parts inside unit or adaptor that may cause electrical shock to the user	Critical	NA	NA
i. Power switch loose assembly/ damaged, connector not covered with insulation tube	Critical	NA	NA
j. AC cable's clamp or strain device loose assembly or damaged that may cause potential risk	Critical	NA	NA
k. Wrong fuse type or wrong rating (current, voltage, fast/ delay type)	Critical	NA	NA
l. Audible sparking noise, smell, smoke, high temperature while power on/ off or operating	Critical	NA	NA
m. Foreign material inside the unit that may cause short circuitry	Critical	NA	NA
n. Missing/ non-compliant warning/ caution label or marking	Critical	NA	NA

1 Safety			
o. Other incorrect or missing/ non-compliant label or marking (Class II, CE, WEEE, FCC, EMC)	Critical	NA	NA
p. Missing other client-specific label or marking (Green dot, Recycle, Fragile, or other marks)	Critical	NA	NA
q. On-site test failed with safety issue	Critical	NA	NA
2 Appearance			
2.1 General appearance	Class		
a. Rust	NA	Major	NA
b. Oxidation	NA	Major	Minor
c. Bent	NA	Major	Minor
d. Deformed metal	NA	Major	NA
e. Cracked metal	NA	Major	NA
f. Dirt stain	NA	NA	Minor
g. Glue stain	NA	NA	Minor
h. Colour stain	NA	NA	Minor
i. Colour shade	NA	NA	Minor
j. Decay	NA	NA	Minor
k. Solvent mark	NA	NA	Minor
l. Serial number not coincidence with export pack, gift box and main unit	NA	Major	NA
m. Missing/ wrong labels (without safety information)	NA	Major	NA
n. Torn/ damaged/ poor cutting on labels	NA	Major	Minor
o. Missing or wrong parts	NA	Major	NA
p. Missing protective film on LCD (if applicable)	NA	Major	NA
q. Rainbow mark on display	NA	Major	Minor
r. Damaged/ crack	NA	Major	Minor
s. Colour mismatched	NA	Major	NA
t. Colour shade variation between 2 assembly parts	NA	Major	Minor
u. Scratch mark/ flaw mark/ dent mark/ press mark/ dirt mark	NA	Major	Minor
v. Paint/ plating uneven/ bubble/ spotter mark/ polish	NA	Major	Minor
w. Loose assembly parts	NA	Major	NA
x. Gap > 1mm between assembly parts	NA	Major	NA
y. Screw head damaged and could not be stripped off	NA	Major	NA
z. Key, button, switch jammed, loose or no feeling	NA	Major	NA
aa. Missing rubber feet	NA	Major	NA
bb. Bottom uneven	NA	Major	Minor
2.2 Printing	Class		
a. Incomplete silk screen printing	NA	Major	Minor
b. Silk screen printing off position	NA	Major	Minor
c. Silk screen printing on wrong position	NA	Major	NA
d. Smeared silk screen printing	NA	Major	Minor



2 Appearance

e. Incomplete tamper printing	NA	Major	Minor
f. Tamper printing off position	NA	Major	Minor
g. Smeared tamper printing	NA	Major	Minor
h. Tamper printing on wrong position	NA	Major	NA
i. Decal off position	NA	Major	Minor
j. Incomplete decal	NA	Major	Minor
k. Decal printing out of register	NA	Major	Minor
l. Decal color off tone	NA	Major	Minor
m. Torn decal	NA	Major	Minor
n. Decal printing smeared	NA	Major	Minor
o. Sticker peel off	NA	Major	Minor
p. Torn sticker	NA	Major	Minor
q. Printing out of register	NA	Major	Minor
r. Printing smeared	NA	Major	Minor

3 Function

3.1 General function	Class		
a. Can't power on/ off	NA	Major	NA
b. Auto power on/ off	NA	Major	NA
c. Unit malfunction or abnormal function or intermittent function	NA	Major	NA
d. Motor abnormal noise	NA	Major	NA
e. Motor speed out of spec	NA	Major	NA
f. Other abnormal noise from unit	NA	Major	NA
g. LCD/ LED/ remote controller malfunction or abnormal function	NA	Major	NA
h. LCD/ LED incorrect display or illegible	NA	Major	NA
i. Remote control distance & angle out of specification	NA	Major	NA
j. Indicator light is not workable (if applicable)	NA	Major	NA
k. Absence of any function which stated in user manual	NA	Major	NA
l. High/ mid/ low speed not coincidence to selector	NA	Major	NA
m. Unit noise/ buzz when working	NA	Major	NA
n. Buttons no function	NA	Major	NA
o. Buttons cannot rebound	NA	Major	NA
p. +/- button reversed	NA	Major	NA
q. Other functional findings according to user instruction manual	NA	Major	NA
r. On-site test failed without safety issue	NA	Major	NA

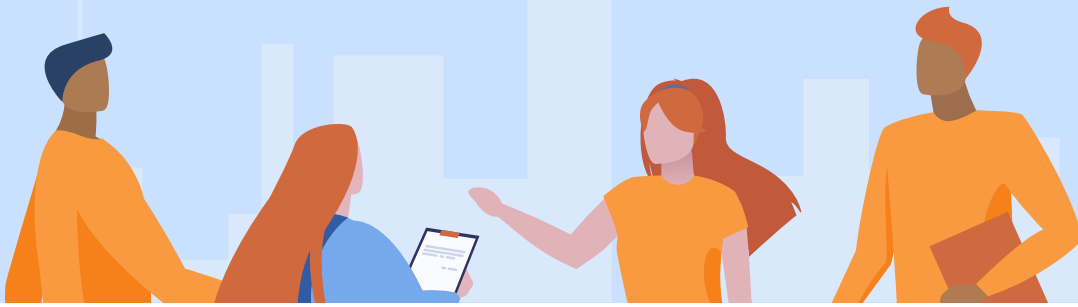
4 Packing

4.1 General packing	Class		
a. Carton marking missing, incorrect or not legible	Critical	NA	NA
b. Carton type or size not as specification	Critical	NA	NA
c. Damaged carton	Critical	NA	NA

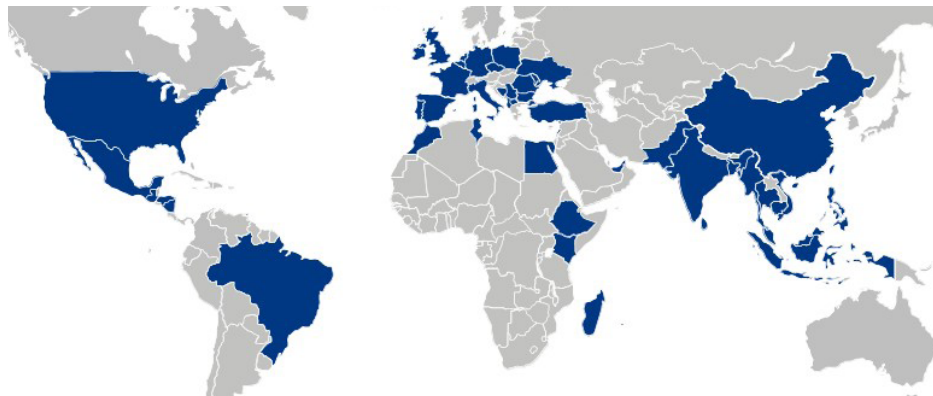


4 Packing			
d. Incorrect carton/ case pack assortment	Critical	NA	NA
e. Missing/ incorrect packaging material	Critical	NA	NA
f. Missing product identification	Critical	NA	NA
g. Incorrect carton weight	Critical	NA	NA
h. Incorrect colours, sizes and quality of assortment in cartons	Critical	NA	NA
i. Country of origin on carton not matching	Critical	NA	NA
j. Incorrect packing method	Critical	NA	NA
k. Inadequate carton thickness	NA	Major	NA
l. Carton sealed incorrectly (stapling, tape or glue)	NA	Major	NA
m. Cardboard inlay on top/ bottom side missing	NA	Major	NA
5 Sales packaging			
5.1 General sales packaging	Class		
a. Package seam split	NA	Major	NA
b. Package deviation	NA	Major	NA
c. Visible glue, dirty, oil, contaminated, filthy, wrinkle or poor cut	NA	Major	Minor
d. Package damaged/ dampened/ deformed	NA	Major	Minor
e. Missing/ incorrect instruction	NA	Major	NA
f. Illegible or incorrect printing on price tags/ labels	NA	Major	NA
g. Not pressed, folded, hung, poly-bagged and packed as specification	NA	Major	NA
h. Components missing or incorrect	NA	Major	NA
i. Foreign material within or on the article, hampering use or function of article	NA	Major	Minor

Data-driven supply chain assurance for consumer products



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