

## Specific Quality Business Requirements

### **Samples**

During product selection process and sometimes within the life of the product, R&D QA will require a number of samples; these are covered in 'section 7 - Sampling Requirements'. You will be advised when to send samples, how many and where to send them.

### **Incoming Inspections**

Products coming into Access Business Group, Venlo, The Netherlands follow an incoming inspection procedure. Please refer to the product specification for specific Acceptable Quality Limits AQL details.

R&D QA inspect random samples throughout the delivery, the inspection frequency is determined by product. Each inspection is performed using Acceptable Quality Limit (AQL) tables using pre-determined sample size and rejection criteria.

### **Packaging Drop tests.**

If the product has packaging seen as critical by R&D to have a drop test, this will be specified in the product specification and test required will be ASTM-D576.

### **On-Site Inspections**

Products produced in Europe are inspected on arrival at Amway Supply chain services, Venlo. Please note that at any time QA Europe reserve the right to change inspection location from arrival at ABG, Venlo to on-site; changes to inspection location would be formally notified by email.

Products produced outside Europe will be inspected by our preferred third party inspection agency, Asia Inspection Agency. All inspections are booked and paid for by the supplier. All suppliers will be advised of the process, how to set up accounts and book inspections.

You will be requested to complete a Supplier Self - Assessment form, a template will be provided by R&D QA.

Please note that at any time we reserve the right to change inspection location from on-site to arrival at receiving warehouse; changes to inspection location would be formally notified by email.

### **Direct Shipment Inspections**

This procedure involves samples being submitted to QA R&D Europe prior to shipment being released. You will be notified in writing if this procedure is applicable to your products.

### **Stock Rejections**

For products that do not comply with the specification or agreed standards a NCM (Non Conformance Material) will be issued. Procurement Europe and Russia will communicate the NCM details to the supplier with required corrective action. The supplier may be subject to reimburse ABG with any costs associated with a stock rejection. Please note that payment of goods cannot be processed until corrective action is resolved.

### **On-Site Visits**

Please note that R&D QA Europe reserve the right to audit, visit a supplier's production location and/or attend production at any given time.