



QUALITY ASSURANCE POLICIES

Last updated: January 2014

Our local and offshore suppliers are carefully chosen so our customers can expect a consistently high quality product as a result of trading with Tingleman. We seek out suppliers who are happy to work with our approach to quality control, and who allow our quality control staff into all areas of their factories during the manufacturing process.

Tingleman QA procedures are dynamic, and are formulated according to the specific requirements of each job.

Our China based management are equity holders in Tingleman. We do not outsource our quality control function, nor use quality controllers who do quality control work for other firms whilst they are working for Tingleman. Conflicts of interest between quality controllers and suppliers are not tolerated and are explicitly dealt with in our code of ethics and employment contracts.

Tingleman maintains quality standards based on the following three tier system:

1. Choosing suppliers

We get to know our suppliers. We know how they function, and what their standards are before any job is contracted to them.

Our supplier are/have:

- World's Best Practice firms that are operated by highly experienced management and staff.
- Recommended by highly experienced host country print professionals or through investigation by our quality controllers and management.
- Not agents, but manufacturers. We source only factory direct.
- Use state of the art machinery and technology.
- Preferably meet ISO standards of management procedure and environment protection.
- Checked and visited on premises prior to orders being placed.
- Tried on dummy print runs, and have met Tingleman's QA expectations in their finished work.

2. In-factory quality control

- All artwork is managed by two sets of quality control personnel from the outset: a translator in our home office; and our local quality controller who will manage the job through manufacture from start to finish.
- The QA standards for every job are fully understood and briefed well ahead of the job start through Tingleman's home office translator, the local quality controller and the production manager at the print plant.
- At least two sets of proofs are made for each job. One is sent to you for sign-off, and the other stays with the job through production. Any corrections to the proof go through to the proof used in production, and are supervised through three check points: 1. Our translator; 2. Our local quality controller; 3. the manufacturing plant's production manager.
- Tingleman's quality controller and translator are on call 24 hours in the event quality control issues arising during production, and both have authority to stop production in the event a production related quality issue arises during manufacture
- Clients receive a post production sample by air freight prior to packaging and shipping, and in the case of books, ahead of the main binding run. Only when you are happy with this item do we proceed to binding, packaging or shipping.



2. In-factory quality control (continued)

- Tingleman packaging standards mitigate against in transit damage. Goods are sent in double walled export boxes with an inner padding liner, plastic membrane for moisture control, and four straps for strength and easy handling (boxes that are not strapped are carried at waist height and get thrown).
- Tingleman goods travel FCL: that means in a Tingleman dedicated container unless there is no other option due to your consignment needing to travel ahead of the container departure, or the goods are going to an unusual location, where there is insufficient bulk for a full container.
- Tingleman controls the export process and documentation of export. The process is managed by our offshore staff, not by a third party agent who does not understand the delivery and packaging requirements of your job.
- All goods travel fully insured.

3. Pre delivery quality control

- Goods are checked against post production samples on arrival at Tingleman's warehouse.
- In the event of a quality issue arising from production or transit, Tingleman's policy is to discuss it openly with you, and to seek immediate measures to correct the issue.
- You have the right to check goods at Tingleman's warehouse prior to onward delivery.
- In the unlikely event of delivered goods arriving inferior to the post production sample sent to you by air freight, the same reprint or refund provisions apply as at post production stage. However, you must provide clear evidence of the specific damage/difference from the post production sample before Tingleman can respond to a claim.