

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

Background of QITS

QITS is an independent accredited as per ES ISO 17202:2012 third party (Type –A) inspection services provider and it has a team of inspectors comprising professionals from various fields so as to address the requirements of our clients in a best way and our key personnel had work experience in areas of quality assurance and inspections services.

The primary reason for the formation of QITS is that it has valuable solutions for trade in agricultural and industrial sectors with regard to quality and quantity aspects of the business. We believe our services add value to your business in the local and international markets.

We conduct on-site inspection to ensure that the quality and quantity requirements of our clients are met and whereby we make your commercial transactions are safer and smoother. QITS strictly observes the international business ethics and compliance code while providing its inspection services.

Some of the benefits of our services include:

- Offers official inspection certificates and reports
- Ensure contractual obligations are met: specifications, packaging, marking & labeling
- Ensure safer and smoother procurement
- Preventive measures: Reduce risks associated with poor quality, loading, storage, transportation and non-compliance with regulatory requirements

- Identify problems before goods are shipped or distributed

	Company Name:	QITS INSPECTION PVT LTD CO		Document No.:	QITS/DS/5.1.3
	Title:	Description of Services Activities		Effective Date:	01 July 2019
				Rev. No.:	1
				Page No.:	Page 2 of 10


- Reduce customer complaints and avoid re-work
- Build and maintain strong business relation with your customers
- Cost saving and avoid delay in delivery

Our agricultural inspection services which QITS is competent include:

- General cargo inspection
- Quality inspection
- Weighing inspection
- Third party sampling
- Physical count/inventory control
- Tally control (Quantity check)
- Warehouse inspection and superintendence
- Sample inspection and witness
- Container inspection
- Loading and unloading supervision
- Damage & loss inspection

Quality and weight inspection

- Checking quality parameters (Damage, defect, foreign matter, Admixture, impurity, moisture, size, beans count, color, appearance, check for infestation and etc)
- Random weight measurement in bag or weight on truck or container
- Checking readiness of goods
- Check bag mark
- Checking packing condition and stitching
- Count the number of bags

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1
		Page No.:	Page 3 of 10

Containers Inspection

- Inspection of containers before stuffing and destuffing
- Tally and condition of cargoes during stuffing and destuffing
- Inspection of damaged containers and supervision of repairs
- Loading and unloading supervision

Third party sampling

Our inspectors can select a representative and pre-determined number of production samples from factory and client's warehouse and prepare the sample for dispatch and send it to independent laboratories (accredited) by properly labeling and securing it by plastic security seal for testing according to client's requirements.

Sample inspection and test witness

We provide laboratory testing on physical quality parameters of agricultural produces in our own laboratory in Addis Ababa and whenever you have a need for additional laboratory analyses for your samples, we can arrange testing on your behalf with local and international accredited laboratories with which we work in subcontract agreement.

Pre-delivery inspection /PDI/

Pre-delivery inspection can begin only after production has been completed and all goods are ready and packed for shipment. We will verify product safety, quantity, workmanship, function, color, size, packing and more. This ensures that the product is consistent and compliant with specified requirements. The required inspection activities to be carried out for this service and also for others are presented as follows:

a) Quality

Goods are acceptable if they meet the specified requirements of both the client and are

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1


fit for which they are to be used according ES ISO 2859-1:2004. When inspecting the quality of goods the following criteria shall be investigated and their conformance or non-conformance with specified requirements to be assessed:

- Identification of goods (versus their description in documents)
- Specifications (dimension, functionality, performance, standards...)
- Integrity (damage, forgery....)
- Date of expiry, shelf life and check batch no.
- Health and safety hazards (for food, chemicals, hand-sanitizers, chemicals, equipment)
- Appearance (color, cleanliness, shape, finish, workmanship...)
- Assortment (kit, complementary with other goods...)
- Packing (condition of carton, labeling or marking, pack size or pack weight, pallet size, condition of wooden box....)

- b) Quantity
- c) Weighing
- d) Sampling
- e) Photographing
- f) Packing inspection
- g) Lable or mark inspection

Pre-production inspection/PPI/

QITS conducts a visual inspection of raw materials and components before production begins against a client's instructions and purchase order specifications. After product samples are provided, we will verify that the factory or exporter has ordered the correct materials, components, and accessories. We will also randomly select and inspect a sample of partially produced products as per ES ISO 2859-1:2004 for potential defects, then report our findings to the client. If necessary, we can provide the factory with technical advice necessary to improve product quality and to minimize the chance of

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

defects during production.

The pre-production inspection and when combined with during production checks and any other on-line production checks, helps in taking corrective actions at an early stage of production process. Our inspection team will send updates to client on progress of work being carried out.

During Production inspection/DUPRO/

During production inspections are ideal for shipments of substantial quantities, product lines with continuous production, strict requirements for on-time shipments, and as a follow-up, if poor results were found during pre-production. Normally, during production inspections are carried out when 30 to 50% production is completed. We will inspect the production batch and examine products in the line for possible defects. This inspection re-assures that initial discrepancies have been rectified and a check on the average quality of production runs. The main benefit of this inspection is that it allows another chance to apply corrective actions where necessary.

At this point we will identify discrepancies, if any, and offer advice on corrective measures that will ensure uniformity of product and quality. We will also re-check any defects discovered during pre-production inspection and confirm that they have been rectified.

Loading and unloading supervision

Our inspectors will be present at loading/unloading site to inspect the condition of containers, compliance of packaged goods, labels and packaging materials with order requirements, compliance of loading/unloading operations with specifications, damage of products, tallying of the total number of goods and sealing of the container etc to ensure that the shipment conforms to client's requirements. We also take photographs of the loading/unloading operations as evidence.

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1
		Page No.:	Page 6 of 10

Factory audit or vendor assessments

QITS provides onsite audit services to its clients for supplier qualification. Potential suppliers are checked for their ability, capacity, competence and willingness to meet client's requirements in terms of quality, quantity, delivery and etc so that clients are able to select qualified suppliers with confidence.

Range of Agricultural produces which QITS is competent to perform

Pulses

White pea beans
Kabuli Chick peas
Green mung beans
Desi Chick peas
Pinto beans
Red kidney beans

Red speckled kidney beans
Light speckled kidney beans
Black kidney beans
Cream beans
Bitter lupine
Vetch crop

Cereals

Broad beans Wheat, sorghum and maize
Soya bean
Green Mung beans

Oil seeds


Sesame seed
Niger seed
Soya bean
Sanflower seeds
Rape seed
Linseed
Castor seeds

Extraction oil cake

Soya bean meal/SBM/

Spices

Ginger
Black cumin
Turmeric

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

Coriander

Range of textile products which QITS is competent to perform

- Garments (dress, skirts, trousers, jeans, shirts, underwear, socks, jackets, suits and etc)
- Blankets
- Bed sheets
- Bags
- Canvass

Parameters to be checked in QITS for agri produces

- Checking of physical quality parameters (color, odor and appearance)
- Content of admixture (Impurities) or foreign material determination
- Defect or damage analysis,
- Check for infestation
- Moisture content
- Size measurement
- Beans count
- Bulk density

Parameters to be checked in QITS for textile products

- Measurement of size
- Visual defect classification
- Packaging check
- Marking and label check
- Fitting check
- SPI check
- Pull test accessories
- Cross test for marking and printing
- Dry crock test for fabric
- Wet crock test for fabric

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

- Fatigue test
- Fabric GSM check color shading assessment
- Stretch test for elastic fabric and straps
- Seam strength check

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1
		Page No.:	Page 9 of 10

Accredited Inspection methods of QITS

Item	Field of inspection	Service description	Applicable standard
Agricultural products	Oil seeds	Sampling	ES ISO 542:2005
		Determination of impurities	ES ISO 658:2005
	Pulses	Sampling	ES ISO 13690:2001
		Grading	ES ISO 605:2001
	Cereals	Sampling	ES ISO 13690:2001
		Determination of impurities	ES ISO 667:2001
		Determination of 1000grains	ES ISO 520:2012
	Spices and condiments	Sampling	ES ISO 948:2012
Warehouse inspection	Codes of practice for cleaning plants and warehouse structures for temporary storage of food grains	ES 2792:2006	
Textile inspection	Garments, blankets, bed sheets, bags...etc	Sampling	ES ISO 2859-1:2004
		Visual, chemical and strength	QITS/P/7.8 (general procedure for garment inspection)
Plastic inspection	Buckets, jerry cans, basins, water pipes, water containers and tanker, ropes, plastic sheets, squatting plates and plastic end products	Sampling	ES ISO 2859-1:2004
Paper inspection	Books, posters, brochure and cards	Sampling	ES ISO2859-1:2004

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1


Subcontract test parameters

- Oil content
- Free fatty acid (FFA) or acidity
- Aflatoxin B1, B2, G1, G2
- Multi pesticide residues
- Crude protein (wet basis or dry basis)
- Ash
- Fiber
- Non GMO (Non genetically modified)
- Germination
- Heavy metals (Cadmium and Lead)
- Microbiological tests (salmonella, mould, fungus)

Note: QITS shall get approval of client for subcontracting test parameters before sending sample to laboratories.

Places of inspection

- Addis Ababa
- Adama
- Bhirdar
- Kombolcha
- Dessie
- Gondar
- Metema
- Humera
- Dire dawa

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

- Other places on request

Methods of inspection request

Client can request inspection by email or in person or by phone and request shall be accompanied with completed inspection order form (QITS/F/7.1.5) and submission of relevant documents required to proceed with inspection.

Once the contract review is finalized, if the inspection requested is within the scope of QITS, then QITS will fix inspection appointment with client. QITS will automatically notify the client if the inspection requested is not within the scope nor accepted by QITS.

For accepted inspection order, QITS will assign inspector and conduct the inspection on site within max 1 day from date of receipt of inspection order.

Client shall approve the given proforma invoice for the requested inspection prior to proceeding of inspection.

QITS's inspector shall go to client warehouse with its own means of transport and conduct inspection on site.

Client shall provide the necessary assistance to the assigned inspector to conduct the inspection in safe manner.

Information required form client

Name of exporter: _____

Description of item: _____

Quantity: _____

Place: _____

Type of inspection: _____

Date of inspection: _____

Contact person/cell phone: _____

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

Applicable standards or methods of inspection

QITS uses National/ ISO standards for all relevant activities of inspections, but it is also possible to conduct inspection according to client proposed method or standard if requested by client.

Documents required from client at time of request of inspection

- Completed QITS' inspection order form (QITS/F/7.1.5)
- Sales contract
- Shipping instruction
- LC copy (if available)


Release of goods for Loading

- QITS shall provide draft inspection report to client after goods being inspected within maximum 24hours.
- Based on the given inspection report, it is the responsibility of seller and buyer on their mutual agreement, both trading parties shall decide on loading of goods.
- It is advisable that client should get inspection report prior to loading of goods.

Documents required from clients after loading

- BL Copy
- If any amended documents
- Weighbridge slips (if applicable)

Payment Terms and Condition

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

- Client shall make payment to QITS for the service delivered at the time of collection of certificates either in cash or check or bank transfers whichever is convenient to client.
- Price list is available on request (QITS/F/5.1.4)


QITS Terms and Condition

- 1) Client shall make all bagged goods ready for inspection in advance and goods are made well stacked and arranged in accessible manner for proper sampling. In case, if the goods are not ready on the agreed date, client shall inform QITS atleast 24hours before.
- 2) Client shall prepare entrance permit to client warehouse for the assigned inspector.
- 3) If client brings sample of goods for inspection, the minimum sample size shall be 2.5kgs.
- 4) QITS shall inform client about the inspection findings within 24hours after completion of inspection via emails, whereas for subcontracted test results within maximum 10days.
- 5) QITS shall undertake every inspection in confidential, impartial and non-discriminatory manner. During assignment of inspectors to inspection operation, due care shall be taken to avoid conflict of interest as described in contract review procedure QITS/P/7.6
- 6) QITS shall contact client prior to inspection to establish whether the item to be inspected has been fully prepared.
- 7) Acceptance of inspection request shall be made on basis of requirements set out inspection procedures and acknowledgment of client to pay proposed proforma invoice for the request.
- 8) Client shall submit or email to QITS the necessary relevant documents for inspection together with completed inspection order review form.

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

- 9) QITS shall inform client of its intention to subcontract any part of the inspection agreed to perform to client.
- 10) QITS shall inform the client if the inspection method proposed by the client is considered to be inappropriate.
- 11) Under normal circumstances, QITS shall keep all clients information confidential (Does not make available to the general public). If any information has to be placed in the public domain, the general manager of QITS shall inform and seek agreement with the client in writing of the information to be made public and the reason why. The client will have 48 hours to respond to the situation before the information is made public. QITS will always abide by any legal requirements concerning the release of information.
- 12) Client shall pay inspection charge at time of collection of inspection certificate as per proforma invoice given.
- 13) Client has right to submit complaint(s) , if any , during inspection and appeals to QITS in person or by emails or website or by phone or by fax and request description on handling process of complaints and appeals.
- 14) In case QITS being prevented by reason of any cause whatsoever outside our control from performing or completing inspection for which an order has been given or an agreement made, client will pay the amount for all abortive inspection.
- 15) Unless specifically requested, QITS shall dispatch 1 representative pre-shipment sample (500grams) to receiver address via DHL courier service if sample is required to be dispatched as per agreement.
- 16) QITS shall draw sample as per agreed sampling method and client allow inspector to take laboratory samples as per standard to its office for further inspection. For weight supervision, inspector shall take weight records for the square roots of total number of bags, hence client personnel should cooperate with inspector to arrange all the necessary facilities and weigh the required no. of bags.

Collection of Documents

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1

- After approval of the draft documents by client, final set of certificate or report will be issued by QITS and will be collected from QITS office by client itself or its representative.
- In case, if client wants to change or amend the documents which it collected, then it shall return back complete set of documents to QITS and ask for amendment(s) or change(s).

Contact Address

For further information, please read QITS service brochure available at www.qitsinspection.com

Email:qitsinspection23@gmail.com

info@qitsinspection.com

[Tel:+251118332882](tel:+251118332882)

Fax: +251111620079

Contact person: Mr Kalekirestos Ayele /General manager/

Mobile: +251911689944

Mobile: +251913744836

	Company Name: QITS INSPECTION PVT LTD CO	Document No.: QITS/DS/5.1.3	
	Title: Description of Services Activities	Effective Date: 01 July 2019	Rev. No.: 1
		Page No.:	Page 16 of 10

Intentionally blank