

# 889 Overview

## Our Quality Assurance

*When sourcing parts and products from Asia, quality assurance means everything!*

1. **Our Guarantee: We stand behind every part, every product and will correct any problems for you.**
2. **Quality assurance is fixed into every aspect of our management process**, providing assurance that parts we source from China and Taiwan will match each client's specifications.
  - a. **889 performs quality control checks throughout all manufacturing processes.**
3. **We take title to your goods to manage your risk of sourcing from China and Taiwan.** This means **you deal directly with U.S.-based 889**, rather than an unknown foreign business located overseas.
  - a. By taking title, we hold financial responsibility and ownership of your parts all during manufacture and shipping to minimize your risk.
4. **Our team of U.S. project managers is bilingual and handles your order from start to finish.**
  - a. Each Project Manager deals directly with our North American clients AND with our network of trusted, qualified factories in China and Taiwan.
5. Since we take title to the custom parts being manufactured, **our project managers communicate each client's inspection criteria and quality standards**, plus **889's quality standards and delivery standards**, to our factories.
6. In **our four offices in China (Shanghai, Ningbo, Dongguan, and Guangzhou)**, we have **qualified staff 24/7/365 on the ground** for quality control and engineering to ensure our manufacturing partners meet our strict quality standards.
7. Our team in China is **responsible for pre-production, production, post-production, and pre-shipping sample inspections** of clients' goods.
8. **When tooling is completed, a sample from the first production run is sent to the client for approval.**
9. **After production, we inspect the appearance, quality, and safety of all products in the pre-shipment inspection and supervise the container loading process** by recording relevant information such as the arrival time of the container, the condition of the outer packaging, and perform random sampling of the products.
10. **We take full responsibility for the entire logistics process**, including shipping, all paperwork, customs clearance, and final delivery to each client's loading dock in the shortest time-frame possible.
11. Manufacturing quality at our factories is based on **GMP guidelines**.
12. Our **team members**, both in China and the U.S., **regularly review and vet the factories in our manufacturing network to ensure they continue to meet our quality standards.**
13. **Our quotes are all-inclusive**, so include costs for shipping, customs duties, importation document preparation, and our fees.

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14. **We work directly with manufacturers, never with trading companies or import/export companies.**
15. **We follow material and quality standards on your drawings.**
16. **Before we quote a project, we ask our client to share their inspection standards / quality acceptance level / acceptance quality limit, and their inspection criteria.**
  - a. If this information isn't provided by our client, 889 will specify in our quote that our inspection standards will follow AQL (Acceptable Quality Level) and our inspection criteria will follow drawing specifications.
17. **In pursuit of superior quality and the assurance of maintaining that quality, we utilize a large number of third party testing agencies. We perform quality control checks throughout all manufacturing processes, including tests like:**
  - a. Screening raw materials for stability
  - b. Checking the thickness of plating
  - c. Checking for tensile, impact strength and surface hardness after heat treatment by physical test and magnetic particle test
18. **To ensure quality control of our manufacturing partners, we audit them** by taking a holistic look at each company to ensure **we work only with stable manufacturers** that have:
  - a. Knowledgeable and trustworthy engineers and employees
  - b. Effective communication practices
  - c. Necessary manufacturing equipment
  - d. Quality products
19. **889's dedicated team members in China are involved in every step of production:**
  - a. Starting with raw material certification checks, inspections, and meetings with the engineers who will be making the products
  - b. Continuing with inspections and sampling during production
  - c. Ending with post-production inspection before goods leave the factory floor
  - d. Our team in China checks everything from material composition to dimensions and tolerances
20. **Throughout the entire quality inspection and control process, we communicate regularly with clients to:**
  - a. Relay information, samples, and pictures for approval before, during, and after production
  - b. Send copies of quality certifications and material and safety test results
  - c. Keep clients informed of the location and status of their shipment
  - d. Work with clients to arrange delivery

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