

Alibaba.com Assessed Supplier



Assessment Report

Presented to

Guangdong Guang Ming Fa Plastic Co., Ltd.

广东光明发塑胶有限公司

| | |
|--|---|
| Gold Supplier & Assessed Company Relationship: | <input checked="" type="checkbox"/> Self-owned <input type="checkbox"/> Wholly Owned <input type="checkbox"/> Shareholder/Partner <input type="checkbox"/> Kindred between Owners <input type="checkbox"/> Cooperation Partner |
| Company Address | Lianshang Industrial Zone, Chenghai District, Shantou City, Guangdong Province, China |
| City / Country: | Shantou / China |
| Consigner of Assessment: | Alibaba |
| Gold Supplier Member ID: | gdgmf |
| Gold Supplier Company Name: | Guangdong Guang Ming Fa Plastic Co., Ltd. |
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Service Provided by TÜV Rheinland

Report No.: 10327899_P+T





| | | | |
|---------------------|---------------|----------------------|---|
| Report Number: | 10327899_P+T | Assessment Type: | Production & Trade Assessment |
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| Assessor's Name: | Huaihai Zhang | Validity Period: | 18/Sep./2015 -- 17/Sep./2016 |
| Reviewed By: | Xiaobin Huang | Online Verification: | http://assessed-suppliers.chn.tuv.com |

Important Notes:

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Section 1: Company Overview

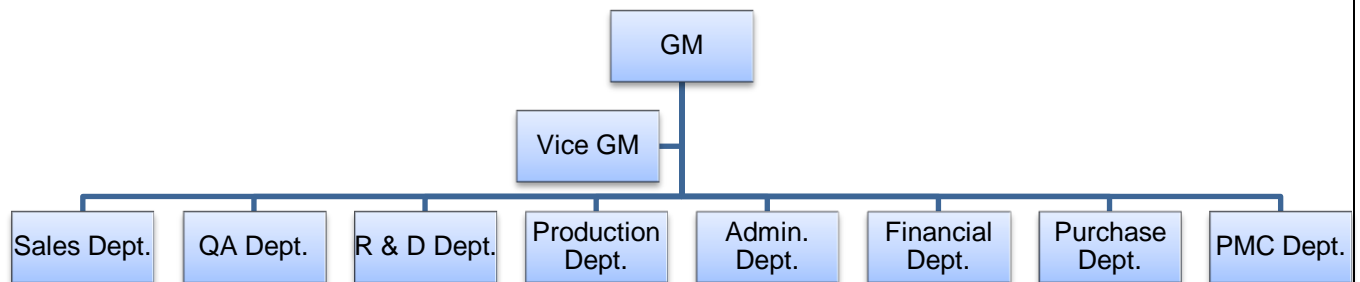
| Company Overview | | | |
|--|---|--------------------------|--|
| 1.1 Legal Validity | | | |
| Does the company have a valid business license? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Business License Number: | 440500400007194 |
| Year Established: | 25/Dec./1998 | Validity Period: | 25/Dec./1998 -- 24/Dec./2018 |
| Export Experience: | 16 Years | Industry Experience: | 16 Years |
| Registered Address: | Lianshang Industrial Zone, Chenghai District, Shantou City, Guangdong Province, China | | |
| Company Address: | Lianshang Industrial Zone, Chenghai District, Shantou City, Guangdong Province, China | | |
| Annual review conducted by the Industrial & Commercial Bureau? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | Reviewed By: | Shantou Industrial & Commercial Bureau |
| Registered Capital: | RMB6,878,952.00 | | |
| Corporate Representative: | Mr. Shaoming Du | | |
| Industry: | Tableware, Toys & Hobbies | | |
| Business Type: | <input type="checkbox"/> Manufacturer <input type="checkbox"/> Trading Company <input checked="" type="checkbox"/> Manufacturer & Trading Company | | |
| Type of Ownership: | <input checked="" type="checkbox"/> Private Owner <input type="checkbox"/> Public Company <input type="checkbox"/> Joint Venture <input type="checkbox"/> Stated Owned <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Other | | |
| Products /Service: | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | | |
| 1.2 Company Building Information | | | |
| Certification Type: <input type="checkbox"/> Land Certification <input type="checkbox"/> Real Estate Certification <input type="checkbox"/> Lease Agreement <input checked="" type="checkbox"/> Factory Officer Claimed Total Building Size: 38,000 <u>m</u> ² Number of Building(s) : 2 Office Size: 1,500 <u>m</u> ² | | | |



Section 2: Human Resources

Human Resources

2.1 Company Chart



2.2 Employee Headcount

| Department Name | Full Time Employee(s) | Part-Time Employee(s) | Total |
|----------------------|-----------------------|-----------------------|-------|
| GM | 1 | 0 | 1 |
| Vice GM | 1 | 0 | 1 |
| Sales Dept. | 13 | 0 | 13 |
| QA Dept. | 8 | 0 | 8 |
| R & D Dept. | 19 | 0 | 19 |
| Production Dept. | 158 | 0 | 158 |
| Admin. Dept. | 13 | 0 | 13 |
| Financial Dept. | 2 | 0 | 2 |
| Purchase Dept. | 2 | 0 | 2 |
| PMC Dept. | 5 | 0 | 5 |
| Total Number: | 222 | 0 | 222 |

2.3 Management

| Department | Name | Title | Education | Year(s) in Current Company |
|--------------|--------------|--------------|--------------|----------------------------|
| Confidential | Confidential | Confidential | Confidential | Confidential |



Section 3: Current Export Situation

Current Export Situation

There are 11 foreign trading employees in the company.

| Working Experience | Headcount | Accepted Language | Listening & Speaking | Reading & Writing |
|--------------------|-----------|-------------------|----------------------|-------------------|
| Over 30 Years | 0 | English | Yes | Yes |
| 21-30 Years | 0 | N/A | N/A | N/A |
| 11-20 Years | 0 | N/A | N/A | N/A |
| 6-10 Years | 2 | N/A | N/A | N/A |
| 2-5 Years | 9 | N/A | N/A | N/A |
| Less than 2 years | 0 | N/A | N/A | N/A |

| | |
|--|---|
| Does the company have a valid export license? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Export License Registration No.: | N/A |
| Total revenue(Previous year): | USD 8,645,000 |
| Total Export Revenue (Previous Year): | USD 8,645,000 |
| Estimated Export Revenue (Current Year): | USD 12,000,000 |
| Trade Agents Employed Overseas: | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| Nearest Port: | Shantou |
| Accepted Payment Terms | <input checked="" type="checkbox"/> FOB <input checked="" type="checkbox"/> CIF <input checked="" type="checkbox"/> EXW <input checked="" type="checkbox"/> CFR |
| Accepted Payment Type: | <input checked="" type="checkbox"/> L/C <input checked="" type="checkbox"/> T/T <input type="checkbox"/> CreditCard <input checked="" type="checkbox"/> Cash <input checked="" type="checkbox"/> West Union <input type="checkbox"/> Money Gram <input type="checkbox"/> Paypal <input type="checkbox"/> Money booker |
| Average lead time from product order confirmation to production delivery (products exiting the factory): | 30 Days |
| Average Sampling Time: | |
| Product Category | Lead Time |
| Plastic Daily Necessities | 2 Days |
| Plastic Tableware | 2 Days |
| Plastic Toy | 2 Days |
| The Shortest Sampling Time: | |
| Product Category | Shortest Lead Time |
| Plastic Daily Necessities | 2 Days |



Section 4: Export Business Capacity

| Export Business Capacity | | | |
|--|---|-------------------|-------------------|
| 4.1 Market Distribution (Previous 12 Months) | | | |
| Market | Main Product(s) | Revenue (USD) | Total Revenue (%) |
| North America | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 1,600,000 | 18.6 |
| South America | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 475,000 | 5.5 |
| Eastern Europe | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 630,000 | 7.3 |
| Southeast Asia | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 475,000 | 5.5 |
| Africa | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 160,000 | 1.8 |
| Oceania | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 320,000 | 3.7 |
| Mid East | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 1,340,000 | 15.5 |
| Eastern Asia | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 1,970,000 | 22.8 |
| Western Europe | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 475,000 | 5.5 |
| Central America | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 320,000 | 3.7 |
| Northern Europe | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 400,000 | 4.6 |
| Southern Europe | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 320,000 | 3.7 |
| South Asia | Plastic Daily Necessities, Plastic Tableware, Plastic Toy | 160,000 | 1.8 |
| Domestic Market | N/A | 0 | 0 |
| 4.2 Main Clients | | | |
| Client Name | Main Product(s) | Total Revenue (%) | |
| Confidential | Confidential | Confidential | |



Section 5: Production Capacity

| Production Capacity | | | | |
|--|-----------------------|---------------------------|----------------------------|---------------------------------------|
| 5.1 Annual Production Capacity (Previous Year) | | | | |
| Confidential | | | | |
| 5.2 Production Capacity | | | | |
| Product Name | | Production Line Capacity | | Actual Units Produced (Previous Year) |
| Plastic Daily Necessities | | 2,300,000 Pieces / Month | | Confidential |
| Plastic Tableware | | 22,000,000 Pieces / Month | | Confidential |
| Plastic Toy | | 300,000 Pieces / Month | | Confidential |
| 5.3 Production Machinery | | | | |
| Machine Name | Brand & Model No. | Quantity | Number of Year(s) Used | Condition |
| Milling Machine | 16SS | 6 | 5 | Acceptable |
| EDM Machine | ZNC-600 | 3 | 5 | Acceptable |
| CNC Machine | VMC-1000 | 1 | 5 | Acceptable |
| Engraving Machine | JG-650E | 1 | 5 | Acceptable |
| Grinding Machine | PEG-250M | 2 | 4 | Acceptable |
| Drilling Machine | H5-32 | 1 | 5 | Acceptable |
| Mixing Machine | Yongan | 8 | 5 | Acceptable |
| Injection Molding Machine | Haitian | 50 | 3 | Acceptable |
| Bottle Blowing Machine | No Information | 2 | 5 | Acceptable |
| 5.4 Testing Machinery | | | | |
| Machine Name | Brand & Model No. | Quantity | Number of Year(s) Used | Condition |
| Push & Pull Tester | ADGU | 1 | 7 | Acceptable |
| Torque Meter | ADGU | 1 | 7 | Acceptable |
| Spectrum Analyzer | ATTEN | 1 | 7 | Acceptable |
| Multi-meter | BS471101 | 1 | 7 | Acceptable |
| Caliper | Linhuang | 1 | 7 | Acceptable |
| Needle Detector | DONGMING | 1 | 2 | |
| 5.5 Subcontractors | | | | |
| Subcontractor Name | Product Subcontracted | Volume Supplied | Cooperation Period (Years) | |
| Confidential | Confidential | Confidential | Confidential | |



Section 6: Quality Assurance

| Quality Assurance | | | | |
|--|--|---|--|------------------------------|
| 6.1.1 Quality Management System Certification | | | | |
| Certification | Certified By | Certificate No. | Business Scope | Validity Date |
| ISO 9001:2008 | CQC, CNAS | 00112Q210305R0M/4400 | Design and Manufactory for Export of Plastic Household Items, Plastic Toy, Electric Toys | 10/Oct./2012 -- 09/Oct./2015 |
| 6.1.2 Product Certification | | | | |
| Certification | Certified By | Certificate No. | Product Name & Model No. | Validity Date |
| CCC | CQC | 2008152203001730 | Plastic Toy | 20/May/2008 -- 31/Dec./2049 |
| 6.2 Testing Report | | | | |
| Certification | Certified By | Certificate No. | Product Name & Model No. | Validity Date |
| N/A | N/A | N/A | N/A | N/A |
| 6.3 Quality Control Management | | | | |
| | Content | Observations / Comments | | |
| 6.3.1 | Is there quality control on all production lines? | <input checked="" type="checkbox"/> Yes, all production lines have adequate quality control <input type="checkbox"/> Yes, some production lines have adequate quality control <input type="checkbox"/> No | | |
| 6.3.2 | Do the QA/QC inspectors work independently from the production line? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| 6.3.3 | Who does the QC/QA Manager /Supervisor report to? | Confidential | | |
| 6.3.4 | How many QA/QC inspectors in total? | 8 | | |
| No. of Employees in Each Production Line: | | | | |
| Production Line | Supervisor | No. of Operators | No. of In-line QC/QA | |
| Production Workshop | 6 | 150 | 8 | |
| 6.3.5 Average Guarantee Time: | | | | |
| Product Category | | Guarantee Time | | |
| N/A | | 0 | | |
| 6.3.6 The Longest Guarantee Time | | | | |
| Product Category | | Guarantee Time | | |
| N/A | | 0 | | |



| 6.4 Supplier Management | | |
|-------------------------|---|--|
| | Content | Observations / Comments |
| 6.4.1 | Does the company have a supplier assessment procedure? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 6.4.2 | Does the company have an updated list of approved suppliers? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 6.4.3 | Has the company established and implemented a standard procedure for purchasing contract review and approval? | <input checked="" type="checkbox"/> Yes, with written standard procedures <input type="checkbox"/> Yes, with written procedure but lack of consistent standard <input type="checkbox"/> No |
| 6.4.4 | Does the company keep its supplier assessment reports? | <input type="checkbox"/> Yes, assessment reports are available for more than 3 years <input type="checkbox"/> Yes, assessment reports are available for the last 1-3 years <input checked="" type="checkbox"/> Yes, assessment reports are available for the previous 12 months <input type="checkbox"/> No |
| 6.4.5 | Are the company's purchasing documents sufficient to ensure product safety control and their customers' requirements? | <input checked="" type="checkbox"/> Yes, the purchasing document includes all the information required <input type="checkbox"/> Yes, however the purchasing document includes incomplete information <input type="checkbox"/> No |
| 6.4.6 | Is there a procedure to conduct random product inspections after final packaging? | <input checked="" type="checkbox"/> Yes, with clear standard and written inspection records <input type="checkbox"/> Yes, with inspection records but no procedures <input type="checkbox"/> Yes, with procedures but no inspection records <input type="checkbox"/> No, inspections are not necessary |
| 6.5 After Sales Service | | |
| | Content | Observations / Comments |
| 6.5.1 | Is customer feedback, including complaints, clearly recorded and maintained? | <input checked="" type="checkbox"/> Yes, with a standard feedback form and records <input type="checkbox"/> Yes, with a standard feedback form but no records <input type="checkbox"/> Yes, with records but no standard feedback form <input type="checkbox"/> No |
| 6.5.2 | Are there any clear procedures for handling customer complaints? | <input checked="" type="checkbox"/> Yes, with clear procedures and written records <input type="checkbox"/> Yes, with clear procedures but no written records <input type="checkbox"/> Yes, with written records but no clear procedures <input type="checkbox"/> No |



| | | |
|-------|---|--|
| 6.5.3 | Is there a closed-loop corrective action system in place? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 6.5.4 | Can finished/package products be traced by lot identification to the appropriate raw material test reports? | <input checked="" type="checkbox"/> Yes, with procedures to trace raw materials <input type="checkbox"/> Yes, main raw material can be traced <input type="checkbox"/> No, only the production date can be traced <input type="checkbox"/> No |
| 6.5.5 | Is there a product alert and recall procedure? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

Section 7: Production Process Management

| Quality Control Management | | |
|----------------------------|--|---|
| | Content | Observations / Comments |
| 7.1 | Is the factory tidy and clean enough for production? | <input type="checkbox"/> Yes, very good <input checked="" type="checkbox"/> Yes, acceptable <input type="checkbox"/> No, needs improvement <input type="checkbox"/> No, very poor |
| 7.2 | Are the following items /documents provided at the appropriate location? | <input checked="" type="checkbox"/> Work Instructions <input checked="" type="checkbox"/> Approved sample <input type="checkbox"/> Product picture <input type="checkbox"/> No the above-mentioned was not available. |
| 7.3 | Are written instructions available for onsite material inspection/testing? Are the relevant records maintained? | <input checked="" type="checkbox"/> Yes, with clear written instructions and records <input type="checkbox"/> Yes, with written instructions but no records <input type="checkbox"/> Yes, with records but no written instructions <input type="checkbox"/> No |
| 7.4 | Are written inspection/testing instructions available for finished products? Are the relevant records maintained? | <input checked="" type="checkbox"/> Yes, with clear written instructions and records <input type="checkbox"/> Yes, with written instructions but no records <input type="checkbox"/> Yes, with records but no written instructions <input type="checkbox"/> No |
| 7.5 | How are finished products inspected? | <input type="checkbox"/> 100% of products with detailed inspection <input checked="" type="checkbox"/> Random inspection <input type="checkbox"/> No inspection <input type="checkbox"/> No inspection necessary |
| 7.6 | Are units that failed inspection clearly marked and separated to prevent accidental dispatch? | <input checked="" type="checkbox"/> Yes, the units are separated and marked clearly <input type="checkbox"/> Yes, the units are separated but not marked clearly <input type="checkbox"/> No |



| | | |
|-----|---|--|
| 7.7 | How are finished products that failed inspection handled? | <input checked="" type="checkbox"/> Repaired and re-inspected <input checked="" type="checkbox"/> Thrown away <input type="checkbox"/> No inspection necessary |
|-----|---|--|




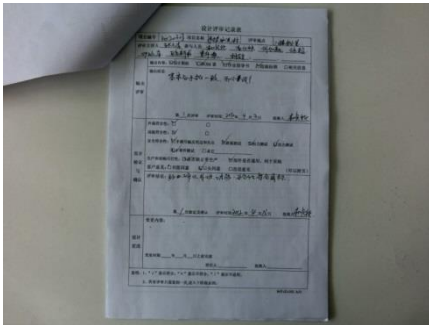
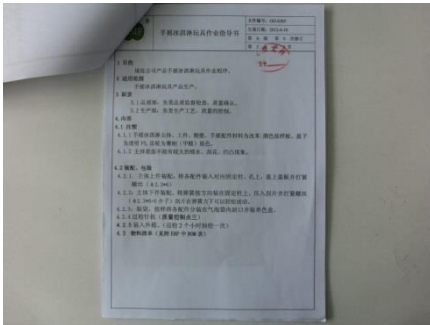
Section 8: R & D Capacity

| R&D Capacity | | | | |
|---|-------------------------------|--|------------------------------|--|
| 8.1 Current Situation | | | | |
| There are 9 R&D engineers in the company. | | | | |
| Education Level | Headcount | | Work Experience | Headcount |
| Doctorate | 0 | | Over 30 Years | 0 |
| Post-Graduate | 0 | | 21-30 Years | 0 |
| Graduate | 2 | | 11-20 Years | 3 |
| Junior College | 1 | | 6-10 Years | 2 |
| Technical School | 2 | | 2-5 Years | 3 |
| High School | 4 | | Less than 2 years | 1 |
| Patent Situation | | | | |
| Patent No. | The Name of the Patent | The Patent Type | Available Date | |
| N/A | N/A | N/A | N/A | |
| Brand Situation | | | | |
| Registration/application No. | Brand Name | For Approval to Use Goods | Validity Date | Ref. |
| 5038166 | GMF | Toy, Toy Car, Toy Brick, Chess, etc. | 14/Jun./2009 -- 13/Jun./2019 | Photo in Section 11 (Trademark Photos) |
| 7572701 | Logo of GMF | Table Ware, Kettle, Paper/Plastic Cup, Lunch Box, etc. | 14/Nov./2010 -- 13/Nov./2020 | Photo in Section 11 (Trademark Photos) |
| The Average Time For New Products Launched | | | | |
| Product Category | | | Lead Time | |
| Plastic Daily Necessities | | | 30 Days | |
| Plastic Tableware | | | 30 Days | |
| Plastic Toy | | | 30 Days | |






| The Shortest Time For A New Item Launched | |
|--|--|
| Product Category | Shortest Lead Time |
| Plastic Daily Necessities | 30 Days |
| Does the company provide ODM service for others? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Are there relevant design input/output, review, and verification documents available for the assessment company? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Based on inspection, are R & D employees equipped with adequate specialized equipment? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| If yes, please list all key equipment used: | CNC Machine, Milling Machine, Grinding Machine |
| Do R& D employees use any specific software for designing new products? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| If yes, please list the main software used: | AutoCAD, Pro-E |
| Please list all certifications and/or qualifications of the R & D department: | N/A |
| Does the company establish standard design procedures for new products? | <input checked="" type="checkbox"/> Yes, with clear written instructions <input type="checkbox"/> Yes, without written instructions <input type="checkbox"/> No |
| Have the designed products been internal verified or validated? | <input checked="" type="checkbox"/> Yes, with clear written records <input type="checkbox"/> Yes, only part written records <input type="checkbox"/> Yes, without written records <input type="checkbox"/> No |
| Have the designed products been tested by a third-party inspection body? | <input type="checkbox"/> Yes, all designed products have been tested <input checked="" type="checkbox"/> Yes, only part of designed products have been tested <input type="checkbox"/> No |
| Have the designed products been confirmed by clients? | <input checked="" type="checkbox"/> Yes, All designed products have been confirmed <input type="checkbox"/> Yes, Part of designed products have been confirmed according to client's requirements <input type="checkbox"/> No |
| Does the company have qualification requirements for designers? | <input checked="" type="checkbox"/> Yes, with written job description <input type="checkbox"/> Yes, without written job description <input type="checkbox"/> No, but at least two years design experience is needed <input type="checkbox"/> No |
| Are the designers' qualifications recognized by the company? | <input type="checkbox"/> Yes, with written records <input checked="" type="checkbox"/> Yes, without written records <input type="checkbox"/> No |
| 8.2 R&D Real Case Description (Confidential) | |
| 8.3 Design Process | |



| Process 1 | Process 2 | Process 3 |
|--|---|---|
|  |  |  |
| Description: Planning | Description: Input | Description: Output |
| Process 4 | Process 5 | N/A |
|  |  | N/A |
| Description: Internal Verified | Description: Confirm for Production | N/A |

8.4 Design Devices







| CNC Machine | Milling Machine | Grinding Machine |
|---|--|---|
|  |  |  |



Section 9: Company Development / Expansion Plans

| Company Development / Expansion Plans | | |
|---------------------------------------|--|-----------|
| | Company Development Action | Timeframe |
| 1 | The organization is going to recruit 6 employees for sales team. | 12 Months |
| 2 | The organization is going to attend the Canton Fair. | 12 Months |

Section 10: Production Flow

| Production Flow | | | | | |
|-----------------|---|----|--|----|---|
| No | Production Process | No | Production Process | No | Production Process |
| 1 |  | 2 |  | 3 |  |
| | Mould Making | | Injection Molding | | Inspection |
| 4 |  | 5 |  | 6 |  |
| | Welding & Assembling | | Function Test | | Packing |



Section 11: Certification & Photos

Certification

Certification & Photos -- Business License (Original)



Certification & Photos -- Business License (Duplicate) with Certificate / Records of Annual Inspection



Certification & Photos -- Tax Registration Certificate



Certification & Photos -- Permit for Opening Bank Account



Certification & Photos -- Organization Code Certificate

Certification & Photos -- Custom Clearance Registration Form



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**Certification & Photos --
National License of Industrial Products for Food
Packing Material**



Patent Photos (N/A)

Product Certification Photos

Certification & Photos -- CCC



**Certification & Photos -- Pollutant Discharge
Permit**



N/A

| | | | | | |
|--------------|--------------|---------------------|--------------|-------------|---------------|
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N/A

Quality Management System Certification Photos

Certification & Photos -- ISO 9001:2008



N/A

N/A

Testing Report Photos (N/A)

Trademark Photos

Certification & Photos -- Trademark 1

Certification & Photos -- Trademark 2



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Section 12: Company and Product Samples

Company and Product Samples

Company Gate



Workshop

Office



Workshop

| | | | | | |
|--------------|--------------|---------------------|--------------|-------------|-------------------|
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Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Section 13: Competitive Advantages

| | | | | |
|--|--|----------|-------------------|------------------|
| 13.1 Product Group Capacity (N/A) | | | | |
| 13.1.1 Products Sold (In The Last 12 Months) (N/A) | | | | |
| 13.1.2 Suppliers Cooperated With (In The Last 12 Months) (N/A) | | | | |
| 13.1.3 Real Case Description (N/A) | | | | |
| 13.2 Real Case for Lower MOQ & Short Lead Time (Confidential) | | | | |
| 13.3 Real Case for Large Contract (Confidential) | | | | |
| 13.4 Overseas After-Sales Service Capacity | | | | |
| 13.4.1 Do you have an overseas onsite service center? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | |
| 13.4.2 If yes, what on site after-sales services are included | | Location | Evidence-provided | Self-description |



Alibaba.com Assessed Supplier
Assessment Report

Report No.: 10327899_P+T

| | | | | |
|--|--|-----|-----|-----|
| Equipment -installation, maintenance and other services | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | N/A | N/A | N/A |
| Technical advice | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | N/A | N/A | N/A |
| Personnel training | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | N/A | N/A | N/A |
| Other: | | N/A | N/A | N/A |
| 13.4.3 Average Response Time | 12 Hours | | | |
| 13.5 After-Sales Service Capacity | | | | |
| Does the company accept small order? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |

-- End of Report --