Inspection of marine field, offshore
Inspection of industrial product, consumer goods
Inspection of agriculture products, foodstuff
Inspection of goods prior to shipment and at destination;
Verification and certification of quality standards and goods quantity;
Valuation and tariff code classification of any kind of tradable product;
Business process audits to verify compliance with trade regulations;
Transit monitoring & cargo tracking; and
Security solutions to protect trade activities from terrorist and criminal acts.
Testing & Analysis
Technical Consultancy
Diving and Underwater Works
**BRIEF INTRODUCTION:**

<table>
<thead>
<tr>
<th><strong>INCEPTION</strong></th>
<th>1993</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COMPANIES WITHIN GLS</strong></td>
<td>51 INDEPENDENT PRIVATE LIMITED FIRMS</td>
</tr>
<tr>
<td><strong>OWNERSHIP</strong></td>
<td>AGRICULTURE – INDUSTRY – MARINE INSPECTION GROUP</td>
</tr>
<tr>
<td><strong>CORE BUSINESS</strong></td>
<td>SURVEY, INSPECTION, TESTING, CERTIFICATION &amp; CONSULTANT</td>
</tr>
<tr>
<td><strong>STAFF STRENGTH</strong></td>
<td>200 PEOPLE</td>
</tr>
<tr>
<td><strong>HEAD OFFICE</strong></td>
<td>HO CHI MINH City, VIETNAM</td>
</tr>
<tr>
<td><strong>REGIONAL PRESENCE</strong></td>
<td>CITIES OF WORLDWIDE</td>
</tr>
<tr>
<td><strong>GLOBAL PRESENCE</strong></td>
<td>NETWORK OF WORLDWIDE</td>
</tr>
<tr>
<td><strong>MEMBERSHIPS</strong></td>
<td>IFIA, GAFTA, FOSFA, ICA, FIATA, IATA, PIFFA, ACCAP</td>
</tr>
<tr>
<td><strong>LICENSES</strong></td>
<td>GOVERNMENT &amp; ISO 9001:2008, 14000, SA 8000, HACCP, TQM</td>
</tr>
<tr>
<td><strong>MANAGEMENT TEAM</strong></td>
<td>25 POST PhD &amp; GRADUATES / 05 CHARTERED ACCOUNTANTS</td>
</tr>
<tr>
<td><strong>AUDITORS</strong></td>
<td>INTERNATION AUDITING ORG.</td>
</tr>
</tbody>
</table>
AIM is one of the world’s leading trade inspection, trade security and trade certification companies, operating in close to 100 countries.

Established in Vietnam in 1993, the company was born out of an entrepreneurial spirit, with the founder of AIM responding to a need to develop professional inspection services in the Far East.

It is this sense of entrepreneurialism and innovation, plus a continuing first-hand understanding of developing economies, which has enabled AIM to become the leading global trade facilitation and trade security solution providers we are today.

Our key strength is the ability to a complete range of inspection, quality goods control and consulting service to trade and agriculture, industry & marine fields as well as governmental buying organizations., and we treat each client, whether governmental or commercial, as a distinct entity with unique requirements.

We operate with the understanding that ‘the client’s fate is our fate’ and every service we provide is conducted with a meticulous attention to detail.

Our comprehensive range of inspection service solutions to governments and private commerce includes:

- Inspection, survey services
- Verification and certification, valuation and tariff code classification;
- Business process audit, testing & analysis, technical Consultancy
- Diving and underwater works
MEMBERS BUSINESS UNITS:

- Toa Consultant Co., Ltd. in Japan
- Cesmec WSS S.A. Group in Chile
- Overseas Associate Surveyors Brazil Ltd.
- BASESPA and P&F S.r.l. (STCR) in Italia
- Henderson International Iran Ltd
- International Goods Inspection Company
- VDL Marine Services (Pty) Ltd in Seychelles
- Carsurin Co., Ltd, PT. Tanjung Nusa Niwe Co., and PT. Andisha Sompa Co. in Indonesia
- Global Surveyors & Inspectors Ltd. and Hyopsung Surveyors & Adjusters Corp. in Korea
- Triumph Marine S.A. in Bulgaria
- M/s J.C Gupta & Co., Pvt. Ltd. in India
- International Register of Shipping in USA
- Eurogal Surveys Co., Ltd. (ESC) in Cambodia
- MACOSNAR CORPORATION in Panama
- BoardPulsee Coporation in North America
- European Operations Group ("GMG") in U.K
- Atlantic Marine Survey Ltd. in Turkey
INSPECTION & SURVEY SERVICES:

- Machinery and equipment inspection (page 6)
- Marine & offshore survey, inspection (page 7)
- Laboratory testing, analysis Services (page 8)
- Agriculture Products & Foodstuff Inspection (page 9)
- Container survey and containerized cargo survey, inspection (page 10)
- Consumer goods inspection (page 11)
- Crude Oil and Petroleum Products Inspection (page 12)
- Forestry and Native products Inspection (page 13)
- Mineral and chemical products Inspection (page 14)
- Industry products (page 15)
- Art-articles and handicraft Inspection (page 16)
- International standard application consultant services (page 17)
- Fumigation service (page 18)
- Assets valuation services (page 19)
- Technical inspection (page 20)
- Inspection services serve administrative operation of the state and other fields (page 21)
- Diving, CTTV, Underwater works (page 22)
INSPECTION & SURVEY SERVICES:

Machinery and equipment inspection

One of AIM Control's strong points is inspection of production line and machinery and equipment. With fully qualified and experienced engineers, AIM Control has been providing a range of inspection and related services applicable to machinery, equipment, production line and investment project with high quality services. We have performed the inspection of a great number of high valued production lines, machinery and equipment for organizations, domestic enterprises, enterprises with foreign invested capital and 100% foreign capital.

Products for inspection: Production lines, machinery and equipment

- Pre-shipment inspection
- Quantity & Quality
- Condition & Packing
- Stowage & Loading supervision
- Price verification...
- Inspection on a Synchronism system, quality, quantity for the imported projects

Place of inspection

- On board the ship, at the port & At the warehouse
INSPECTION & SURVEY SERVICES:

- Marine survey, inspection

Products for inspection: Means of transport; cargoes on board; Shore tanks
- Supervision before and during loading and discharging
- Tallying services
- Draft survey & measurement
- Quantity inspection of liquid cargo
- Damaged cargo survey, damage and repair survey on ship's hull, machinery and cargo gears
- Cleanliness of hold, ship's hold suitability survey
- Collision survey
- Temperature determination
- On/off-hire survey, bunker survey
- Full on- hire / off- hire survey
- Hold's capacity determination
- Sealing and unsealing
- Loading stowage survey, towing, stuffed to/ stuffed off & intact seal container survey
- Survey & approval of towage & stowage, lashing, seaworthiness condition
- Gas-free survey, Tank coatings, corrosion survey, inspection
- Dry-docking survey & Repair & new ship building superintendents,
- Pre-purchase ship condition survey, P&I ship condition survey, ship register survey
INSPECTION & SURVEY SERVICES

Laboratory services

The laboratories are fully equipped for the application of wet classical, fire assay and various instrumental methods of analysis. Professional qualified chemists are in charge of the laboratories. International and national standard methods are used where appropriate.

Services available:

- Sampling and sample preparation
- Sensory evaluation tests
- Visual assessment, determination of name of goods and use
- Physic-chemical tests, microbiological tests
- Testing and evaluating the conformity of product to requirements provided by clients
- Testing toxin content, testing/ analysis report
- Advisory and other specific services on request

Products for testing & analysis:

- Agricultural products and foodstuff
- Mineral products
- Petroleum and natural gas products
- Medical products
- Chemical and other products
INSPECTION & SURVEY SERVICES:

- Agriculture products and foodstuffs

Services available:
- Incoming inspection
- Inspection during production (quality and quantity, packing and marking)
- Supervision during loading and discharging
- Sampling for laboratory analysis, tallying services
- Testing: organoleptic, visual physic, chemical
- Attendance at stuffing and stuffing off of containers
- Ship hold inspection before loading
- Draft survey, sealing
- Advisory and other specific services on request

Products for inspection:
- Rice, maize, tapioca, pepper; bean: coffee bean, soya-bean, green bean
- Oil seeds: sesame, groundnut, cashew nut, tobacco, alcohol, spirits, wines, beer, soft drinks
- Fresh fruits and vegetables, spices: whole and powdered, canned products
- Dried products: fruits, spices, animal and sea products
- Salted products: fruits, meat and sea products
- Sugar, candies, cakes, milk, dairy products, salt, animal feeds
- Fresh flowers, ornamental plant and fish, Livestock and poultry
- Feather and downs, preserved hides and skins, Jute fibber, jute bag
INSPECTION & SURVEY SERVICES:

- Inspection to container and cargo services

Our surveyors have always improved their knowledge (a team of surveyors has been certified by IICL), updated new technology and accumulated experience to supply clients with the highest quality services.

**Inspection to container**

- Inspection of condition on: pre-post repair; on hire / off hire; interchange; damage.
- Suitability to load frozen cargo, Inspection of stowing capability of container
- Inspection of cleanliness according to carriers or loading parties standards/ criteria.
- Pre-Trip-inspection (PTI)

**Inspection of containerized cargoes**

- Quantity, volume, condition
- Damage, checking temperature and condition of frozen cargo before and after stuffing
- Inspection of fastening, dunnaging and stowing condition of containerized cargoes (oversized and overweighed)
- Inspection of liquid weight in container tanks
- Fumigation of agricultural products stowed in containers.
INSPECTION & SURVEY SERVICES:

**CONSUMER GOODS**

With experienced, professional and skilled surveyors, we are capable of inspection services about kinds of consumer goods for import & export.

**Services available:**
- Inspection to incoming, during production
- Pre-shipment inspection, inspection of quality and quantity
- Packing and marking
- Supervision during loading, discharging & tallying services
- Attendance at stuffing and stuffing-off of containers
- Sampling for laboratory analysis, sealing
- Advisory and other specific services on request

**Product for inspection:**
- Knitwear, textiles and garments, footwear, travel goods
- Sports goods, toys, leather and imitation leather products
- Rubber products, small household appliances
- Furnishings, small furniture, electronic and electric appliances
- Wood products, raw materials for manufacturing consumer goods
- Miscellaneous gadgets
INSPECTION & SURVEY SERVICES:

CRUDE OIL & PETROLEUM PRODUCTS

The inspection is doing at oil fields such as Bach Ho, Dai Hung, Ruby, Rang Dong, the newly Su Tu Den in Vietnam and other oil fields.

Services available:
- Supervision of loading and unloading
- Measurement and calculation of quantity contained in ship-tanks
- Measurement and calculation of quantity contained in shore-tanks
- Bunker survey
- Visual inspection of ship-tanks, pumps and pipelines for cleanliness
- Ship-tank suitability survey
- Sampling of cargo according to instructions
- Analyzing and testing
- Loss, damage and contamination survey
- Calibration for shore-tanks & Synchronism inspection

Products for inspection:
- Crude oil, gasoline, air plane fuel
- Diesel oil, fuel oil, liquefied petroleum gas, raw gas, asphalt
- Liquid cargo, chemicals
INSPECTION & SURVEY SERVICES:

MINERAL AND CHEMICAL PRODUCTS INSPECTION

**Services available:**
- Pre-shipment inspection of quality and weight
- Draft survey
- Tallying services
- Inspection during loading and discharging
- Attendance at stuffing and stuffing off of containers
- Sampling for laboratory analysis
- Testing, Quality control & project of chemical synchronism inspection
- Advisory and other specific services on request

**Products for inspection:**
- Coal
- Metals: tin, aluminum, zinc and lead ingots
- Alloys: roll steel, steel plate, steel bar, pig iron
- Ores and concentrates: pyrite, barite, chromites, wolfram, ilmenite, zircon
- Silica s and chemicals, fertilizers
- Pharmaceutical products
- Construction materials: marble, cement, gypsum, clinker, glass...
- Gemstone: Gold, silver, diamond, ruby, sapphire, collecting samples
INSPECTION & SURVEY SERVICES:

ART-ARTICLES AND HANDICRAFT INSPECTION

We have successfully accomplished inspection of big lots of export cargoes and gained credits from its home and overseas clients

Services available:

- Incoming inspection
- Inspection during production
- Pre-shipment inspection: quality and quantity control; packing & marking
- Attendance at stuffing and stuffing off of containers
- Sealing, tallying services
- Supervision during loading and discharging
- Fumigation services
- Advisory and other specific services on request

Products for inspection:

- Hand-made embroideries, lace
- Lacquer ware, wood carvings, stone carvings and other decorative articles
- Silverware, bone and ivory items, ceramic
- Products made of rattan, bamboo, cane, palm-leaf, coir, maize, rush (basketry, curtains and blinds, mats and matting, carpets, boxes, bags, hats, fishing rods, walking sticks...
INSPECTION & SURVEY SERVICES:

**FUMIGATION SERVICE**

**Services available:**

- Fumigation at ship holds and lighters
- Fumigation in containers
- Fumigation at warehouses
- Other fumigation services on request

**Products for fumigation:**

- Means of transportation: Ship, lighter, container...
- Agricultural products: rice, corn, groundnut, sesame seeds, soya bean, green bean, coffee bean and others.
- Wood products
- Products made of rattan, bamboo, cane, palm-leaf, coir, maize, rush...
- Raw materials for making handicraft
INSPECTION & SURVEY SERVICES:

**ASSETS VALUATION SERVICE**

AIM has a professional assessors/ values with capabilities and expertise to perfectly carry out assets valuation services in accordance with the international valuation standards. Its assets valuation reports will assist you in making important decision on your business in the following fields: Purchase, insurance, establishment of an enterprise, equitization, compensation, leasing, mortgage, financial statement, balance of investment capital, collateral, settlement of property and other fields on request.

**Services provided:**

- Assets valuation including: Invisible and visible assets (machinery and equipment, production lines, factories, real estate...)
- Enterprise valuation
- Price valuation for clients' purposes such as Purchase; Insurance, Equitization; Compensation; Leasing; Mortgage; Financial statement; Balance of investment capital; Collateral; Settlement of property and other fields on request of clients.
- Advising matters relating to price
INSPECTION & SURVEY SERVICES:

- Inspection services serve administrative operation of the state and the other fields

Inspection services serving administrative operation of the State and other services provided by AIM as follows

Field of inspection:
- Inspection for customs clearance, taxes... (with scope of inspection as follows: quantity, weight, name of commodity, types of goods, purpose of use...)
- Inspection of origin of commodity
- Inspection on quality of commodity (including gemstones, precious metal) for state administration
- Inspection of hygiene and safety of foodstuffs
- Inspection for test before acceptance, balance of investment projects
- Inspection for environment protection
- Inspection for insurance
- The synchronism inspection of Project investment & Appraisal
OUR CONTACTS:
corporate head office:

AIM GROUP OF COMPANIES
NO 45, Street 03,
Ward 04, District 03
Ho Chi Minh City,
VIETNAM

PHONE: + 84 (8) 3832-7204
FAX: + 84 (8) 3832-8393
CELL: + 84 (9) 3961-5612

EMAIL: aimcontrol@vnn.vn; inspection@aimcontrolgroup.com
aimcontrol@aimcontrolgroup.com, ceo@aimcontrolgroup.com

WEB: http://www.aimcontrolgroup.com
http://www.inspectionvietnam.com
http://www.giamdinh.org

Dr Capt Nguyen Te Nhan / G.D
THE ACTIVITY OF AIM Control (summarization)

ACTIVITIES:
- Inspection, Survey, Inspectors, Surveyors, Consultant Services
- Marine Survey, Supervision, Superintendent
- Industry Inspection, Expediting, Expediters
- Quality Goods Control Services
- Laboratory Testing Services
- Engineering Control & Inspection Services
- Third Party Inspection, Expediting Services
- Loss Adjuster Services
- Appraisal & Valuation Services
- Certification Services
- Project Management & Inspection
- Engineering Consultant
- Quality Assurance
- Vendor inspection - Witness Services
- Loss Adjuster and Insurance surveys (Please kindly refer our data at web: www.aimcontrolgroup.com)
# Inspection Order

<table>
<thead>
<tr>
<th>Name of company requested :</th>
<th>(Your company’s name)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address :</td>
<td>No.</td>
</tr>
<tr>
<td></td>
<td>Street</td>
</tr>
<tr>
<td></td>
<td>Dist./City</td>
</tr>
<tr>
<td>Tel.</td>
<td>Fax:</td>
</tr>
<tr>
<td></td>
<td>Email/other</td>
</tr>
<tr>
<td>Contact person :</td>
<td>Name</td>
</tr>
<tr>
<td></td>
<td>Your name</td>
</tr>
<tr>
<td></td>
<td>Mobile</td>
</tr>
<tr>
<td></td>
<td>Tel.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Commodity/Goods &amp;/or Subject Inspection :</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Survey Scopes Required :</th>
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</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Place of Inspection :</th>
<th></th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Time of Inspection :</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Day</td>
</tr>
<tr>
<td></td>
<td>Month</td>
</tr>
<tr>
<td></td>
<td>Year</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Contact person :</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Mobile</td>
</tr>
<tr>
<td></td>
<td>Tel.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VAT. Code :</th>
<th>Commercial invoice :</th>
<th>Yes / No</th>
<th>Debit Note Bill only :</th>
<th>Yes / No</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Survey Report Required :</th>
<th>D/M/Y</th>
<th>Send to</th>
<th>Original</th>
<th>Copies</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Return E-mail here :</th>
<th>Tel.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Fax</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Inspection Fees :</th>
<th>As per agreement</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Payment Period :</th>
<th>after receiving invoice</th>
</tr>
</thead>
</table>

---

For AIM Control Inspection Corp., only

Client No.:_________________ Reference No.:_________________
Report No.:_________________ Other info.:_________________

Date

Survey Applicant

(sign & stamped)
Quality Control
Quality Control (QC)

- Control – the activity of ensuring conformance to requirements and taking corrective action when necessary to correct problems

- Importance
  - Daily management of processes
  - Prerequisite to longer-term improvements
Designing the QC System

- Quality Policy and Quality Manual
  - Contract management, design control and purchasing
  - Process control, inspection and testing
  - Corrective action and continual improvement
  - Controlling inspection, measuring and test equipment (metrology, measurement system analysis and calibration)
  - Records, documentation and audits
Inspection/Testing Points

☐ Receiving inspection
☐ In-process inspection
☐ Final inspection
Receiving Inspection

- Spot check procedures
- 100 percent inspection
- Acceptance sampling
Acceptance Sampling

Lot received for inspection

Sample selected and analyzed

Results compared with acceptance criteria

Accept the lot
Send to production or to customer

Reject the lot
Decide on disposition
Pros and Cons of Acceptance Sampling

Arguments for:

- Provides an assessment of risk
- Inexpensive and suited for destructive testing
- Requires less time than other approaches
- Requires less handling
- Reduces inspector fatigue

Arguments against:

- Does not make sense for stable processes
- Only detects poor quality; does not help to prevent it
- Is non-value-added
- Does not help suppliers improve
In-Process Inspection

☐ What to inspect?
   ■ Key quality characteristics that are related to cost or quality (customer requirements)

☐ Where to inspect?
   ■ Key processes, especially high-cost and value-added

☐ How much to inspect?
   ■ All, nothing, or a sample
Economic Model

\[ C_1 = \text{cost of inspection and removal of nonconforming item} \]
\[ C_2 = \text{cost of repair} \]
\[ p = \text{true fraction nonconforming} \]

Breakeven Analysis: \[ p \cdot C_2 = C_1 \]

If \[ p > C_1 / C_2 \], use 100% inspection
If \[ p < C_1 / C_2 \], do nothing
Human Factors in Inspection

- complexity
- defect rate
- repeated inspection
- inspection rate

Inspection should never be a means of assuring quality. The purpose of inspection should be to gather information to understand and improve the processes that produce products and services.
Gauges and Measuring Instruments

- Variable gauges
- Fixed gauges
- Coordinate measuring machine
- Vision systems
Examples of Gauges

- Vernier caliper
- Digital caliper
- Micrometer
- One-inch digital electronic micrometer
Metrology - Science of Measurement

- Accuracy - closeness of agreement between an observed value and a standard

- Precision - closeness of agreement between randomly selected individual measurements
Repeatability and Reproducibility

- **Repeatability (equipment variation)** - variation in multiple measurements by an individual using the same instrument.

- **Reproducibility (operator variation)** - variation in the same measuring instrument used by different individuals.
Repeatability and Reproducibility Studies

- Quantify and evaluate the capability of a measurement system
  - Select m operators and n parts
  - Calibrate the measuring instrument
  - Randomly measure each part by each operator for r trials
  - Compute key statistics to quantify repeatability and reproducibility
## Gauge Repeatability and Reproducibility

This spreadsheet is designed for up to three operators, three trials, and ten samples. Enter data ONLY in yellow shaded cells.

<table>
<thead>
<tr>
<th>Number of operators</th>
<th>3</th>
<th>Upper specification limit</th>
<th>1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of trials</td>
<td>2</td>
<td>Lower specification limit</td>
<td>0.5</td>
</tr>
<tr>
<td>Number of samples</td>
<td>10</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Data

| Sample # | Operator 1 | | Operator 2 | | Operator 3 | |
|----------|------------|------------|------------|------------|------------|
|          | Trial 1    | Trial 2    | Trial 3    | Trial 1    | Trial 2    | Trial 3    |
| Sample # | Range      | Range      | Range      | Range      | Range      | Range      |
| 1        | 0.630      | 0.590      | 0.040      | 0.560      | 0.560      | 0.000      | 0.510      | 0.540      | 0.030      |
| 2        | 1.000      | 1.000      | 0.000      | 1.040      | 0.960      | 0.080      | 1.050      | 1.010      | 0.040      |
| 3        | 0.830      | 0.770      | 0.060      | 0.800      | 0.760      | 0.040      | 0.810      | 0.810      | 0.000      |
| 4        | 0.860      | 0.940      | 0.080      | 0.820      | 0.780      | 0.040      | 0.810      | 0.810      | 0.000      |
| 5        | 0.590      | 0.510      | 0.080      | 0.430      | 0.430      | 0.000      | 0.460      | 0.490      | 0.030      |
| 6        | 0.980      | 0.980      | 0.000      | 1.000      | 1.040      | 0.040      | 1.040      | 1.000      | 0.040      |
| 7        | 0.960      | 0.960      | 0.000      | 0.940      | 0.900      | 0.040      | 0.950      | 0.950      | 0.000      |
| 8        | 0.860      | 0.830      | 0.030      | 0.720      | 0.740      | 0.020      | 0.810      | 0.810      | 0.000      |
| 9        | 0.970      | 0.970      | 0.000      | 0.980      | 0.940      | 0.040      | 1.030      | 1.030      | 0.000      |
| 10       | 0.640      | 0.720      | 0.080      | 0.560      | 0.520      | 0.040      | 0.840      | 0.810      | 0.030      |

### Range average

- Operator 1: 0.037
- Operator 2: 0.034
- Operator 3: 0.017

### Sample average

- Operator 1: 0.830
- Operator 2: 0.774
- Operator 3: 0.829

### Tolerance analysis

- Average range: 0.029
- X-bar range: 0.056
- Repeatability (EV): 0.134
- Reproducibility (AV): 0.147
- Repeatability and Reproducibility (R&R): 0.199
- Control limit for individual ranges: 0.096

Note: any ranges beyond this limit may be the result of assignable causes. Identify and correct. Discard values and recompute statistics.
R&R Evaluation

☐ Under 10% error - OK
☐ 10-30% error - *may* be OK
☐ over 30% error - unacceptable
Calibration

- Calibration - comparing a measurement device or system to one having a known relationship to national standards

- Traceability to national standards maintained by NIST, National Institute of Standards and Technology
Example of QC: HACCP System

1. Hazard analysis
2. Critical control points
3. Preventive measures with critical limits for each control point
4. Procedures to monitor the critical control points
5. Corrective actions when critical limits are not met
6. Verification procedures
7. Effective record keeping and documentation
Quality Control in Services

- Identify important quality characteristics
  - Time, errors, behavior
- Measure and collect data using check sheets, check lists, or other means
- Take corrective action