



Crown Agents' Quality Assurance and Inspection Services (QAIS) give organisations a guarantee that all items supplied are safe, effective and fit for purpose. Since 1904 we have provided a range of inspection types for clients around the world, from vendor appraisal and pre-and-post-shipment inspections, to sampling and consultancy. Having worked for UN agencies, national governments and private sector organisations, our inspectors have experience of working behind the scenes to check products at every point in the supply chain.

As an international leader in end-to-end supply chains, with a global network of highly skilled inspectors, we can ensure that products anywhere meet expectations, regulations and legislation, whilst complying with the highest ethical and sustainable standards of procurement.

ABOUT CROWN AGENTS

Crown Agents is the not-for-profit international development organisation operating in over 101 countries, reaching 108 million people. We work in partnership with our clients to design and implement practical solutions to their needs and to tackle the complex challenges they face. What defines our approach is the way we combine technical expertise and decades of delivery experience with deeply rooted insight that comes from our global footprint and the strong relationships with governments and other stakeholders in the places where we work.

OUR GLOBAL NETWORK

Through our five dedicated QAIS offices in the UK, India, Bangladesh, Singapore and Nigeria, we have coordinated access to inspectors around the world. Our local presence in India and Bangladesh means that we have an in-depth understanding, built on years of experience, of the challenges and conditions on the ground in key garment factories servicing your supply chains.



CONTACT US

We have worked with partners in India and Bangladesh for over 30 years, operating to international standards to improve quality, safety and productivity throughout the supply chain. To discuss how we can enable trade and increase revenues and cost savings across your business through our inspection services, contact our experts today:

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CROWN AGENTS

ACCELERATING SELF-SUFFICIENCY & PROSPERITY

Quality Assurance and Inspection Services in the Garment Industry



OUR SPECIALIST SERVICES

Crown Agents' expertise covers a broad range of sectors including industrial inspections, renewable energy, agricultural, utilities and humanitarian response. With an understanding of the specialist needs within the garment and consumer goods sector, we have the skills and experience to undertake the specific audit and assessment work you need to maintain supply chain credibility.



We are proud to offer demonstrable confidentiality, independence, impartiality and integrity in the provision of our inspection services.

Pre- and Post-Shipment Product Inspections

Physical inspections of goods are crucial to ensure the integrity of the product and helping buyers to avoid project delays by verifying the right quantity and quality has been delivered and that no damage has occurred in transit. Our pre- and post-shipment checks ensure products are fit for purpose and comply with specifications, as well as international standards and regulations.

Sampling and Laboratory Testing

If routine batch sampling and testing is required, we provide an efficient service to clients by utilising strategic partnerships with a network of laboratories who are pre-qualified by the WHO Prequalification Programme or accredited by a stringent regulatory authority.

Supervision of Loading and Unloading

To ensure clients' organisational reputations are upheld, Crown Agents verifies products and materials, reporting any damage sustained to packaging or signs of tampering, checking and verify the number of goods against contracts and witnessing the loading and sealing of containers.

Factory Capacity Capability Audits/ Assessment (FCCA)

By evaluating a supplier's manufacturing units, we can help to assess the production capacity of a factory. This ensures that inefficient practices can be monitored and addressed, reducing resource waste and improving production efficiency and product value. Along with key manufacturing hubs, we can also evaluate the entire support system of a factory, including all subcontracted processing and packaging units, against our FCCA norms.

The core areas we can address through an FCCA audit are:

- Manufacturing processes
- Calibration and maintenance
- Quality management systems (QMS)
- Control of incoming materials
- Supplier and subcontractor premises
- In-house testing and quality management
- HR and compliance procedures



Social Compliance Audits

Big brands, retailers and apparel manufacturers around the world are increasingly tapping into global markets, expanding their product portfolio and extending their supply chain operations to new, often more cost-effective, locations. This has led to a proliferation of unsafe working conditions, abuse and discrimination, and other unethical practices in factories and workplaces across the developing world. Through our

international inspection work we can ensure that an organisation's code of conduct is upheld across all supplier locations and that the same high standards are met throughout the supply chain. Establishing social compliance in this way helps brands and organisations to eliminate compliance issues and examples of malpractice.

A social compliance audit could help you to:



Uphold laws and regulations



Ensure health and safety and environmental best practice



Protect workers' rights



Monitor compliance



Establish ethical disciplinary practices

Customs - Trade Partnership Against Terrorism (C-TPAT)

Since the cataclysmic events of 9/11, governments and customs organisations around the world have started to implement stricter supply chain security standards. The advanced C-TPAT system was developed by the global trade community to secure trade, protect against terrorist acts, eliminate narcotic smuggling and combat illegal trafficking. With companies expected to enforce and adhere to this international security requirement, we can help you to assess your supply chain to identify, mitigate and eliminate potential security risks.

The key aspects that CTPAT audits can address for you are:

- Company policies, procedures, and documentation concerning Security Management Systems
- Shipment controls, procedures and warehousing management systems
- Security procedures with respect to personnel, physical capital and technology
- Trailer and container inspections prior to loading
- Distribution network documentation
- Additional relevant documentation, such as threat awareness training



We are renowned for our uncompromising transparency and ethics, providing a safeguard against your national and international supply chain risks. By working with Crown Agents QAIS, you can be sure your organisational reputation and integrity are always upheld.

