

*Engineering Value Add Benefits  
On Purchases From China*

*Chinese Products  
Quality Solution Provider*



*Features:*

*With a strong engineering pool &  
complete instruments backup, it  
functions as your branch office in*

*China but:*

- *No Investment*
- *No Engineer Recruitment*
- *No Overheads*
- *No Management & Layoff  
Headaches*
- *No Termination Liability*



*To Make You Trouble Free*

*Quality  
Security*



**QUA  
CITY®**



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## Introduction

*Qua-City is in a position to support you with the answers to: Buying correctly to enable you to sell right. Everybody, including your competitors and customers, understands the cost savings in buying from China. How to make your performance better than them is a key to your success.*

*Your sales are important, your time is precious. Your travel to China is expensive, and may be impractical. Even though you have spent a lot of time and effort to make sure that your suppliers understand your needs and they have agreed to meet them, there still can be many unexpected commercial and technical problems. Qua-City mission is to make your supply side trouble free to guarantee your success and enable you to focus on your marketing efforts to increase your business.*

## How To Set Up Your China Branch Office Without Problems of Investment, Overhead and Management

**Without all the set up cost and troubles, you can start immediately and terminate at any time by designating Qua-City professional services to carry out all of your branch office activities including:**

- Finding new factories
- New product development
- Quality control
- Ensuring your suppliers work exactly to your requirements
- Qualifying factories
- Inquiry & ordering
- Order delivery follow-up
- Supplier maintenance
- Finding better prices
- Obtaining up-to-date market information

**Qua-City is the only institute in China with complete engineering facilities encompassing:**

- "ISO 17025" certified laboratory
- Professional quality management
- Extensive experience & expertise
- Engineering background interface
- Up-to-date inspection instruments

Experience & expertise

Working for years with mature experience and expertise:

- Customers: from world renowned manufacturers and distributors
- Range: from complete mechanical parts to components
- Quality and Quantity: experience controlling billions of parts per year

Inspection instruments

Our wide range of inspection instruments cover:

- Chemical analysis
- Performance testing
- Calibration
- Metallurgy
- Dimension & tolerance control
- Mechanical properties
- Precise measurement

Professional

A pool of professional engineers, with experience ranging 18-40 years, working in different positions with complete expertise coverage in:

- Production management
- Heat treatment
- Metallurgy
- Tooling & molding
- Bearing production equipment design
- Chemical
- Material
- Management system
- Industrial computer control programming
- Bearing product design
- Calibration

Engineering background interface

All of our customer service executives have engineering background and good command of the English language. You can be confident that we understand exactly your technical questions.

## Critical Difference between Qua-City and Other Inspection Companies is - BATCH CONSIGNMENT INSPECTION

Other inspection companies conduct inspection and testing only on factory provided samples. The concern is whether or not these selected samples are representative of the entire lot purchased.

Qua-City understands your need and therefore all of our operation is geared to provide Batch Consignment Inspection that we select from the entire shipment as it arrives in our controlled warehouse. Our in plant 1,800 sq meter warehouse enables us to pick an "ISO" standard appropriate number of random samples to make sure the samples represent the entire shipment.







## *How Qua-City Service Can Fit Your Needs*

### **Lay-out of technical documentation**

To target your needs to make sure your suppliers are clear on all of your requirements, Qua-City can assist you in laying out 3 types of technical documents including 'supplier manual', 'inspection program' and 'specification sheet'.

Supplier Manual (example is illustrated in Appendix 1)

Includes:

- General terms
- General marking requirements
- General packaging requirements
- Payment terms
- Required inspection condition
- Designated party responsible for payment for inspection fees.

Inspection Program (example is illustrated in Appendix 2)

For inspection conditions of:

- What to inspect?
- How to inspect?
- How to judge pass or fail?

Specification Sheet (example is illustrated in Appendix 3)

For technical specifications such as:

- Material
- Tolerance
- Hardness
- Mechanical properties
- Finish
- Special marking requirements
- Special packing requirements

### **Sourcing service (provision for the customer who authorizes Qua-City to be exclusive quality assurance representative for those product types purchased in China)**

To target your needs of:

- Finding new sources of supply
- Supplier maintenance
- Obtaining update market information
- For service details, please refer to Qua-City catalogue of "Sourcing Solutions"

### **Source control**

To target your needs of buying only from qualified suppliers.

- Qualifying new factory
- Annual review of qualified factory
- To evaluate your qualified supplier to ensure maintenance of the desired quality level
- To make your qualified supplier aware that you are always keeping a close watch on their quality system.

Instead of an ISO 9000 type of general questionnaire, Qua-City engineering team will tailor a checklist for all critical production control points concerned in the Chinese factory specifically relating to your product. After the checklist has been approved by you, Qua-City experienced and professional auditors will then conduct the assessments and provide you with a comprehensive scoring report.

- Source control (example is illustrated in Appendix 4)
- Factory assessment table (example is illustrated in Appendix 5). Qua-City will specially design a table & scoring system to target your particular industry.

### **Sample inspection**

To target your needs of new product development:

- To avoid order shipment quality in variance from sample submission
- To present professional and high quality image to combat competition

Thru Qua-City sample inspection:

- Provides evidence of the inspection report related to supplier samples, to confirm specification to be stipulated in order. This ensures the shipment quality will be at the same level of the approved sample.
- It's recommended to present sample to your customer with Qua-City comprehensive inspection report and chart (please refer to page 29 of Qua-City catalogue "Assessment & Inspection Program"). Desirable for establishing professional and high quality image to beat competition and to gain orders.

### **New product development**

To target your needs of:

- Technical discussion with appropriate suppliers
- To make sure potential supplier understands clearly all of your technical requirements
- To assist potential supplier in improving existing know-how in order to fulfill your technical requirements.
- Advance sample inspection to avoid sending sub-quality sample to customer.
- Set up technical documentations of "inspection program" & "specification sheet" to be stipulated in order.

## ***Inquiry & quotation service***

To target your needs of:

- Achieving best prices from qualified factories

For service details, please refer to Qua-City catalogue "Sourcing Solution".

To obtain best pricing, standardization is a pre-requisite. Qua-City can assist you to prepare three key technical documents consisting of "supplier manual", "specification sheet" and "inspection program" to standardize your requirements. This enables you to buy from the best price supplier under the same conditions.

## ***Order follow-up***

To target your needs of:

- On time delivery and up-date information
- Verification that suppliers are working exactly to your requirements

For service details, please refer to Qua-City catalogue "Sourcing Solution".

## ***Process inspection***

To target your needs of:

- To ensure factory production is as stipulated in your order

For service details, please refer to page 19-25 Qua-City catalogue "Assessment & Inspection Program".

## ***Pre-shipment random inspection***

To target your needs of:

- To ensure shipment quality is as stipulated in your order

For service details, please refer to Appendix 6: pre-shipment inspection flowchart.

Qua-City random inspection fee cost only a few percentage points of the purchase cost. It is recommended that you instruct your suppliers to include the fee in their quotations and orders. Experience with current Qua-City customers is that; suppliers will normally absorb the fee in their cost without any differences.

## ***100% inspection***

To target your needs of:

- Zero product defect
- To pay for only qualified products and return rejects to supplier

To prevent potential labor error, for example, Qua-City utilizes their own fully and semi-automatic tester on bearing vibration and clearance, which are unique in all China. For service details, please refer to Qua-City catalogue "100% bearing vibration screening solution".

It is suggested that you instruct your suppliers to bear the cost of rejects in order that:

- You can eliminate the inspection fee on failed quantity.
- To provide pressure to supplier to provide 100% stipulated quality.

## ***Laser marking***

To target your needs of:

- To mark your brand only on the product passing inspection.
- To eliminate supplier's ability to dispose of your branded failed product elsewhere and damage your market quality image.
- To prevent your brand from being seen by competitors or customers visiting your supplier's factory.
- To build up your branded products with professional laser marking.

For service details, please refer to Qua-City catalogue "Confidentiality Solution".

## ***Packaging***

To target your needs of:

- To pack products passing inspection.
- To eliminate supplier's ability to dispose of your packaged failure product elsewhere and damage your market quality image.
- To avoid having your brand seen by competitors or customers in visiting the same factory.
- To unify single box appearance which could vary from different factories.

For service details, please refer to Qua-City catalogue "Confidentiality Solution".

## ***Assembly***

To target your needs of:

- To eliminate supplier's ability to sell your special product to your competitors and customers.
- To avoid your special products being seen by competitors or customers while visiting the same factory.

For service details, please refer to Qua-City catalogue "Confidentiality Solution".







## *Service Summary & Request For Quotation*

<b>Services</b>	<b>Services description</b>	<b>Please select the service with mark "X" in the appropriate box for quotation</b>	<b>Remark</b>
<i>Technical documentation layout</i>	<i>Supplier manual, inspection program &amp; specification sheet set up</i>		
<i>Sourcing</i>	<i>Locating appropriate factories</i>		
<i>Source control</i>	<i>Factory assessment (qualifying new factories and annual review)</i>		
<i>Sample inspection</i>			
<i>New product development</i>	<i>Technical discussion with appropriate factories</i>		
	<i>Sample inspection (Report with chart as per page no. 29-30 of Qua-City "Assessment &amp; Inspection Programs")</i>		
	<i>Set up technical documentations of inspection program &amp; specification sheet upon order confirmation</i>		
<i>Inquiry &amp; quotation</i>	<i>Inquiry &amp; quotation</i>		
	<i>Assisting order confirmation</i>		
<i>Order follow-up</i>	<i>Order recording and up-dating</i>		
	<i>Delivery follow-up and up-dating</i>		
<i>Process Inspection</i>	<i>To check production at factory site.</i>		
<i>Pre-shipment inspection</i>	<i>Random inspection</i>		
	<i>100% inspection (including 100% appearance)</i>		
<i>Marking</i>	<i>Laser marking (including anti-rust prevention and drying)</i>		
<i>Packaging</i>	<i>Roll packing (incl. anti-rust prevention, and carton &amp; pallet packing)</i>		
	<i>Single box packing (incl. anti-rust prevention, and single poly bag, carton &amp; pallet packing)</i>		
	<i>Carton packing (carton &amp; pallet packing)</i>		
	<i>Pallet packing</i>		
<i>Assembly</i>	<i>Semi-product random inspection</i>		
	<i>Simple final product assembly</i>		

## *Contract Termination*

Simply provide 90-180 days written advance notice and settlement of all pending invoices. No other termination compensation liability is required.

## *Recommendation - Total Quality Assurance Solution*

To pick up following 3 Qua-City services that are described above, you can achieve "Total Quality Assurance Solution " to integrate into your supply chain management system related to your purchases from China.

<i>Program</i>	<i>Location</i>	<i>Service to</i>	<i>Frequency</i>
<i>Source control</i>	<i>At supplier site</i>	<i>New supplier</i>	<i>Upon your request</i>
		<i>Qualified supplier</i>	<i>Once a year</i>
<i>Process Inspection</i>	<i>At supplier site</i>	<i>Qualified supplier</i>	<i>Once quarterly</i>
<i>Pre-Shipment Random Inspection</i>	<i>At Qua-City's inspection plant</i>	<i>Qualified supplier</i>	<i>Every shipment</i>

Suggest asking your suppliers to build in their quotation on all the relative charges of the above TOTAL QA SOLUTION PROGRAM to save your accounting payment workload. This has been already the trade practice of some giant chain stores of Wal-Mart and Home Depot to have all their suppliers to pay for the third party quality inspectors.



## Appendix 1: Supplier Manual (example)

**FROM: ABC Co.**  
**TO : All suppliers**

Ref: SM ABC d/m/y

On all bearing orders placed by ABC

ABC appoints Qua-City Inspection Engineering (Shanghai) Co., Ltd.  
Address: No. 128 Lane 311, Yin Jia Bang Road, An Dong Village  
Zhang Jiang Town, Pudong, Shanghai, P.C. 201203  
Tel: 021-50200115  
Fax: 021-50200116  
E-mail: info@quacity.com  
Contact Person: Mr. \*\*\*

to be the quality assurance agent for the purchases of bearings from China. Please study this document and all its attachments carefully and sign and seal below in the space indicated to acknowledge your understanding and acceptance of the terms and conditions. Once duly signed and sealed, this document becomes a legal supplement for all of our orders placed with you from this time forward. After you have signed and sealed this document, please return a copy by fax to: Qua-City Inspection Engineering (Shanghai) Co. Ltd. Should you have any questions, please feel free to contact Mr. \*\*\* of Qua-City.

### 1. BEARING STANDARDS AND REQUIREMENTS

Unless otherwise specified, the bearing standards should be in accordance with the following:

#### 1.1 TECHNICAL STANDARD

Please refer to the 'SPECIFICATION SHEET'.

#### 1.2 APPEARANCE

Finishing to be complete with no surface marks (scratches or blemishes).  
No rust allowed anywhere on any Ball bearing surface.

#### 1.3 ANTI-RUST REQUIREMENT

Anti-rust oil must only form a thin and dry coating on the bearing. Never use grease.

### 2. MARKING and PACKING

#### 2.1 MARKING

Please refer to relative 'SPECIFICATION SHEET' for the markings of brand and part number on bearings.

#### 2.2 PACKING

The supplier will use INDUSTRIAL packing with the part number and the quantity listed on the outside of each product container.

### 3. DELIVERY SCHEDULE

3.1 The supplier must arrange for and strictly adhere to the delivery order schedules.

3.2 If there are any delivery schedule changes (including delay by quality failure) the supplier must provide a new delivery schedule to ABC for prior approval. ABC reserves the right to cancel orders where scheduled delivery is delayed.

### 4. PRICE TERMS

All quotations and orders will be in:

4.1 CIF/FOB: Port XXX

4.2 Payment by XXX



## 5. INSPECTION AUTHORIZATION

### 5.1 FACTORY EVALUATION

The supplier must cooperate with Qua-City to make a factory assessment if requested.

### 5.2 IN-PRODUCTION INSPECTION

The supplier must cooperate with Qua-City to inspect the goods during production of our orders if requested.

### 5.3 PRE-SHIPMENT INSPECTION

All of the goods must be sent to our appointed inspection center in Shanghai "Qua-City Inspection Engineering (Shanghai) Co. Ltd."

Each supplier should fax the shipment advisory to "Qua-City Inspection Engineering (Shanghai) Co. Ltd." at fax: 86 021 5020 0116 a minimum of three (3) days before delivering to Qua-City.

All the relative consignment transportation expenses to and from Qua-City warehouse will be borne by the supplier.

### 5.4 SAMPLING AND INSPECTION STANDARD

Please refer to relative 'INSPECTION PROGRAM' & 'SAMPLING STANDARD'.

### 5.5 INSPECTION CHARGE

All suppliers must include Qua-City bearing pre-shipment random inspection fee in all the quotations and orders to ABC. The supplier will pay for all inspection charges directly to Qua-City, including the first and each subsequent re-inspection concerning the rejected goods shipments. All relative inspection charges are to be paid to Qua-City within one (1) week after each inspection is complete. Please ask Qua-City for the inspection fee.

## 6. SHIPMENT AUTHORIZATION

All shipments can only be effected only after inspection passed or confirmed by customer.

## 7. SUPPLIER'S AFTER SALES RESPONSIBILITIES

The "Shipment Authorization Letter" does not release you from any responsibilities resulting from quality and/or other problems arising from the supplied goods. Should there happen to be any claims from our customers due to the faults of the goods supplied, then the supplier shall bear full responsibility for any such claims.

**ALL OF THE STATEMENTS MADE IN THIS DOCUMENT ARE TO BE INTERPRETED IN THE ENGLISH VERSION, WHEREAS THE CHINESE TRANSLATION SERVES FOR REFERENCE PURPOSES ONLY.**

CONFIRMED AND ACCEPTED BY

NAME OF SUPPLIER (PLEASE TYPE) \_\_\_\_\_

AUTHORISED SIGNATURE WITH COMPANY CHOP \_\_\_\_\_

DATE \_\_\_\_\_



**ABC Co.**

DATE: \_\_\_\_

**LETTER OF APPOINTMENT**

This is to certify that we have appointed

**Qua-City Inspection Engineering  
(Shanghai) Co., Ltd.**

To be our quality assurance agent.

*Yours truly,*

\_\_\_\_\_  
**ABC Co.**

**Shipment Authorization Letter**

**QUA-CITY INSPECTION ENGINEERING (SHANGHAI) CO., LTD.**

No. 128 Lane 311, Yin Jia Bang Road, An Dong Village, Pudong,  
Shanghai 201203, China

Tel: 86-21-50200115

E-mail: [info@quacity.com](mailto:info@quacity.com)

Fax: 86-21-50200116

Website: [www.quacity.com](http://www.quacity.com)



Date: \_\_\_\_\_

To: Supplier Name

**Shipment Authorization Letter**

You are authorized to make the shipment to ABC of the following goods under:

ABC order #: XXX

<b>Part No.</b>	<b>Quantity</b>

Qua-City Inspection Engineering (Shanghai) Co., Ltd

\_\_\_\_\_  
Authorized signature and chop



## Appendix 2: Inspection program (example)

### DEEP GROOVE BALL BEARING

Ref: IP ABC DGBB- d/m/y

1. **STANDARD EMPLOYED**  
ISO 2859 and relative standards

2. **INSPECTION CLASSIFICATION**

KEY ITEMS	MAIN ITEMS	SUB-ITEMS
HARDNESS	$\Delta dmp, Vdp, Vdmp$	$\Delta Bs, VBs$
CRACK	$\Delta Dmp, VDp, VDmp$	$\Delta Cs, VCs$
MARKING	Gr	MAGNET RESIDUE
	Kia, Sia	CHAMFER
	Kea, Sea	APPEARANCE
	Sd, SD	ANTI-RUST PACKING
	ROTATION	SURFACE ROUGHNESS
	SEALING	MARKING QUALITY
	NOISE AND VIBRATION	

3. **ACCEPTABLE LEVER**

Key items : AQL 0.1

Main items : AQL 1

Sub items : AQL 4

4. **SAMPLING SIZE**

ISO 2859 Grade 1 (please refer to page 53 of Qua-City catalogue "Assessment & Inspection Program").

5. **SAMPLING TYPE**

One time sampling type of normal inspection

6. **SAMPLING BATCH TREATMENT**

- 6.1 Inspection passed

Whole item consignment batch passed

- 6.2 Inspection failed

Whole item consignment batch returns to suppliers for 100% screening before for another inspection.



Example: for a batch size of 10,000 pcs, sample size=80pcs.

Main items: AC(pass number)=2pcs.

Re (failed number)=3pcs.

Sub-items: AC(pass number)=7pcs.

Re (failed number)=8pcs.

## Appendix 3: Specification sheet (example)

### DEEP GROOVE BALL BEARING

Ref: SS ABC DGBB- d/m/y

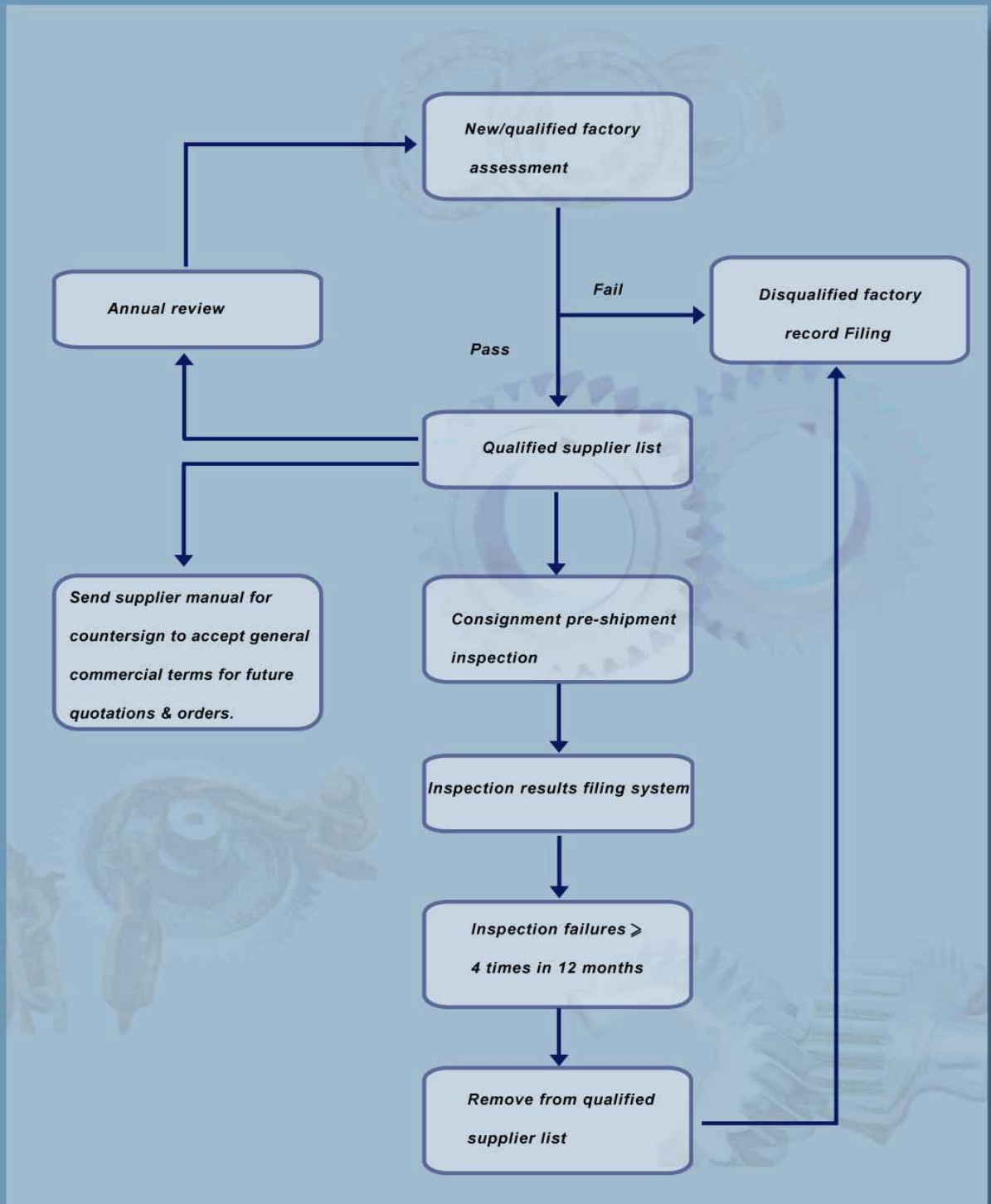
<i>Relative documents</i>	<i>Supplier Manual</i>	<i>SM ABC d/m/y</i>
	<i>Inspection Program</i>	<i>IP ABC DGBB- d/m/y</i>
<i>Material</i>	<i>Outer Ring</i>	<i>100 Cr 6</i>
	<i>Inner Ring</i>	
	<i>Rolling Elements</i>	
<i>Hardness</i>	<i>Outer Ring</i>	<i>HRc 58-62</i>
	<i>Inner Ring</i>	
	<i>Rolling Elements</i>	<i>HRc 60-66</i>
<i>Tolerance</i>		<i>P0</i>
<i>Noise</i>		<i>Z1</i>
<i>Vibration</i>		<i>V1</i>
<i>Grease fill</i>		<i>25-35%</i>
<i>Marking</i>		<i>ABC</i>

#### Residual Magnetism

<i>Bearing Outer diameter (mm)</i>	>		<i>30</i>	<i>50</i>	<i>120</i>	<i>120</i>
	<	<i>30</i>	<i>50</i>	<i>120</i>	<i>250</i>	<i>430</i>
<i>Max. Magnet Residue(mT)</i>		<i>0.4</i>	<i>0.5</i>	<i>0.6</i>	<i>0.8</i>	<i>1.0</i>



## Appendix 4: Operation System - Source Control (example)





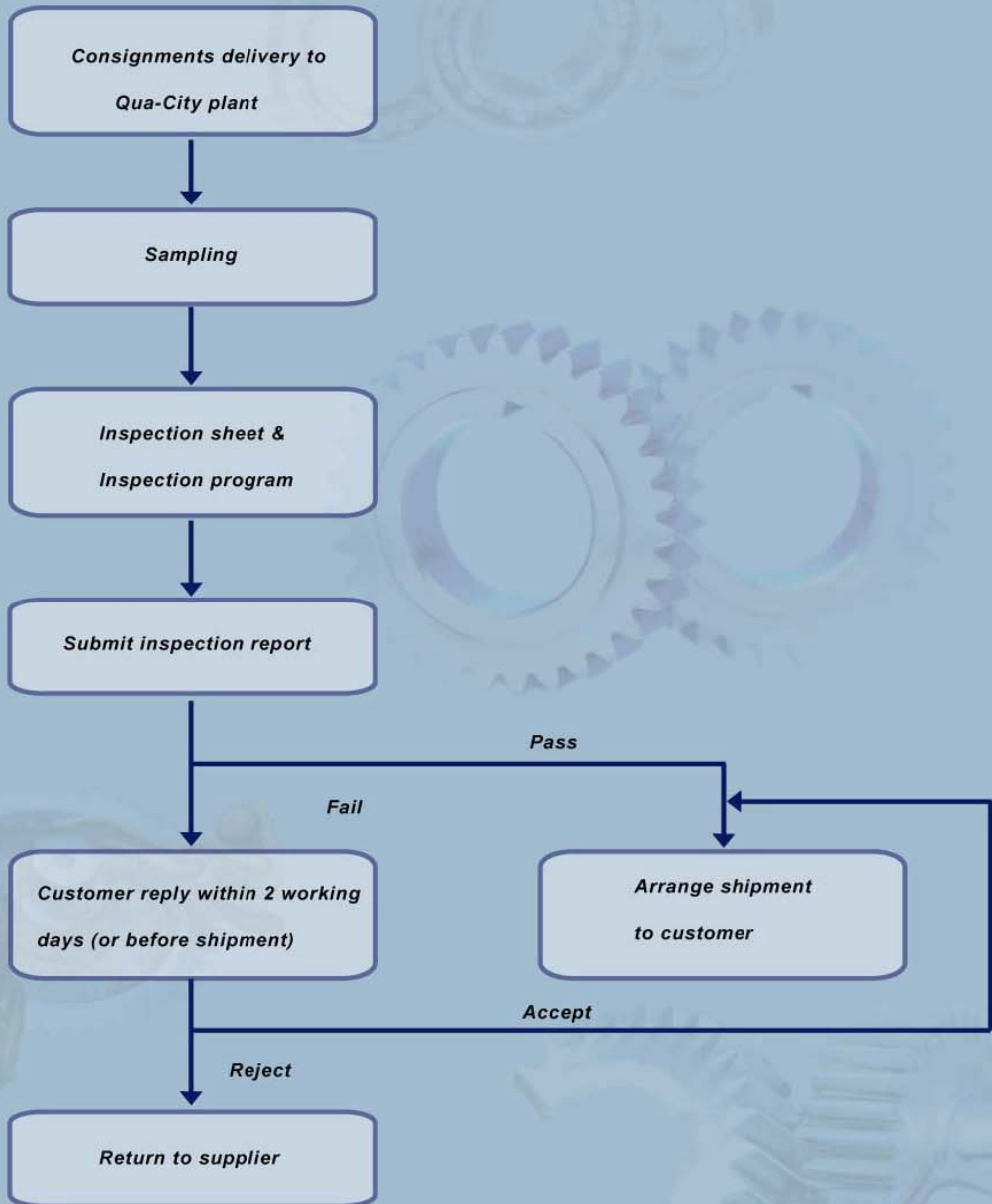
# Appendix 5: Supplier Assessment Table-Deep Groove Ball Bearing (example)

Supplier:		Key Items and Points Control			Date:	
No.	Item		Full score	Assessment criteria	Score point	
1.	Dimension grade	$\Delta dmp, \Delta Dmp, \Delta Bs, \Delta Cs, De, d1, normal school$	Inspection method	10	Audit method, tools & records deduct 1 point for one item lackness; deduct 1point for one item unqualified	
			Inspection tools			
			Inspection records			
2.	Shape & location tolerance	Circularity of bore, roundness of outer ring raceway, roughness testing.	Inspection method	6	Audit method, tools & records deduct 1 point for one item lackness; deduct 1point for one item unqualified	
			Inspection tools			
			Inspection records			
3.	Vibration	Acceleration/velocity type, wave control, decibel control	Inspection method	6	Audit method, tools & records deduct 1 point for one item lackness; deduct 1point for one item unqualified	
			Inspection tools			
			Inspection records			
4.	Subcontract parts control	Check and accept regulation, special controlling person exist or not, failed parts deal with.	Inspection method	6	Audit method, tools & records deduct 1 point for one item lackness; deduct 1point for one item unqualified	
			Inspection tools			
			Inspection records			
5.	Heat treatment	Hardness inspection, control criteria, unqualified handle	Inspection method	5	Audit method, tools & records deduct 1 point for one item lackness; deduct 1point for one item unqualified	
			Inspection tools			
			Inspection records			
6.	Cleanness degree	Assemble house environment, clean machine condition	Inspection method	5	Audit method, tools & records deduct 1 point for one item lackness; deduct 1point for one item unqualified	
			Inspection tools			
			Inspection records			
7.	Anti-rust	Process, semi-product, finish product and outgoing anti-rust	Inspection method	6	Audit method, tools & records deduct 1 point for one item lackness; deduct 1point for one item unqualified	
			Inspection tools			
			Inspection records			
8.	Packaging		Inspection method	2	2.by machine, 1.by person	
			Inspection tools	2	2.Precise 1.So-so	
			Inspection records	2	2.Long term, 1.Temporary, 0.None	
<b>Total</b>				<b>50</b>		
<b>Recommend pass score</b>				<b>38</b>		

CONCLUSION:



## Appendix 6: Ball Bearing Operation System - Pre-shipment Inspection (example)





ACCREDITATION CERTIFICATE  
OF CHINA NATIONAL ACCREDITATION BOARD  
FOR LABORATORIES  
(No.L1874 )

This is to certify that

**Qua-City Inspection Engineering(Shanghai) Co., Ltd.  
Laboratory**

No.128, Lane 311, Yinjiabang Road, Andong Village, Zhangjiang Town,  
Pudong, Shanghai, China

has been assessed and proved to be in compliance with CNAL/AC01:  
2003 *Accreditation Criteria for Testing and Calibration Laboratories*  
(identical to ISO/IEC17025: 1999 *General Requirements for the  
Competence of Testing and Calibration Laboratories*).

Accreditation scope of the laboratory is listed in the attachment.

Date of Issue: 2004.12.31

Date of Expiry: 2009.12.30

**Wei Hao**

Secretary General of CNAL



**QUA  
CITY**<sup>®</sup>

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An DongVillage,Zhang Jiang Town  
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Website:www.quacity.com

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CiXi Qua-City Inspection Engineering Co., Ltd.  
No.618 North Xingye Road,Zhouxiang Town,  
Cixi City,Zhenjiang Province,China.  
PC:315324



**Laboratories  
Accreditation Certificate**  
ISO/IEC17025:1999 (No. L1874)