

# Alibaba.com Assessed Supplier



## Assessment Report

*Presented to*

**Xiamen Helen Industry & Trade Co., Ltd.**

**厦门海仑工贸有限公司**

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	Office: 3 F, No.166 Houshe, Houkeng Village, Huli District, Xiamen City, Fujian Province, China Factory: 2 & 3 F, No.1307 Tonghui South Road, Tong'an Industrial Zone, Tong'an District, Xiamen City, Fujian Province, China
City / Country:	Xiamen / China
Consigner of Assessment:	Alibaba
Gold Supplier Member ID:	helenbags
Gold Supplier Company Name:	Xiamen Helen Industry & Trade Co., Ltd.
Contact Person:	Ms. Helen Zhang
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*Service Provided by SGS*  
*Report No.: 10985851\_P+T*





Report Number:	10985851_P+T		
Date of Assessment:	15/Apr./2016	Report Date:	15/Apr./2016
Assessor's Name:	Jovi Peng	Validity Period:	16/Apr./2016 -- 15/Apr./2017
Reviewed By:	Sam Wang	Online Verification:	www.sgs.com/ecv

**Important Notes:**

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## Section 1: Company Overview

Company Overview			
<b>1.1 Legal Validity</b>			
Does the company have a valid business license?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Business License Number:	913502067760328356
Year Established:	14/Nov./2005	Validity Period:	14/Nov./2005 -- 14/Nov./2025
Export Experience:	11	Industry Experience:	11
Registered Address:	Floor 3, Factory Building No. 1-1, Fanghu Industry Zone, Huli District, Xiamen City, Fujian Province, China		
Company Address:	Office: 3 F, No.166 Houshe, Houkeng Village, Huli District, Xiamen City, Fujian Province, China Factory: 2 & 3 F, No.1307 Tonghui South Road, Tong'an Industrial Zone, Tong'an District, Xiamen City, Fujian Province, China		
Annual review conducted by the Industrial & Commercial Bureau?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Reviewed By:	Xiamen Huli Market Supervision and Administration
Registered Capital:	RMB 2,000,000		
Corporate Representative:	Ms. Qiaohua Zhang		
Industry:	Luggage, Bags & Cases		
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:	Backpack, Travel Bag, Sports Bag, Cooler Bag		
<b>1.2 Company Building Information</b>			
Certification Type: <input type="checkbox"/> Land Certification <input type="checkbox"/> Real Estate Certification <input checked="" type="checkbox"/> Lease Agreement <input type="checkbox"/> Factory Officer Claimed			
Total Building Size: <u>6,714 m<sup>2</sup></u>			
Number of Building(s) : <u>2</u>			
Office Size: <u>1,600 m<sup>2</sup></u>			



## Section 2: Human Resources

Human Resources				
2.1 Company Chart				
<pre> graph TD     GM[GM] --- ViceGM[Vice GM]     ViceGM --- Finance[Finance Dept.]     ViceGM --- Purchase[Purchase Dept.]     ViceGM --- Sales[Sales Dept.]     ViceGM --- Admin[Admin. Dept.]     ViceGM --- RD[R &amp; D Dept.]     ViceGM --- Production[Production Dept.]           </pre>				
2.2 Employee Headcount				
Department Name	Full Time Employee(s)	Part-Time Employee(s)	Total	
GM	1	0	1	
Vice GM	1	0	1	
Finance Dept.	2	0	2	
Purchase Dept.	3	0	3	
Sales Dept.	6	0	6	
Admin. Dept.	2	0	2	
R & D Dept.	7	0	7	
Production Dept.	70	0	70	
<b>Total Number:</b>	92	0	92	
2.3 Management				
Department	Name	Title	Education	Year(s) in Current Company
GM	Ms. Qiaohua Zhang	GM	University graduate	11
Vice GM	Mr. Qiang Wang	Vice GM	University graduate	8



### Section 3: Current Export Situation

#### Current Export Situation

There are 6 foreign trading employees in the company.

Working Experience	Headcount	Accepted Language	Listening & Speaking	Reading & Writing
Over 30 Years	0	English	Yes	Yes
21-30Years	0	N/A	N/A	N/A
11-20 Years	0	N/A	N/A	N/A
6-10 Years	5	N/A	N/A	N/A
2-5 Years	1	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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Export License Registration No.:	01468151
Total Revenue (Previous Year):	USD 8,338,680
Total Export Revenue (Previous Year):	USD 8,338,680
Estimated Export Revenue (Current Year):	USD 10,000,000
Trade Agents Employed Overseas:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Nearest Port:	Xiamen Port
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 checked="" type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Cash <input checked="" type="checkbox"/> West Union <input checked="" type="checkbox"/> Money Gram <input checked="" type="checkbox"/> Paypal <input type="checkbox"/> Moneybooker

Average lead time from product order confirmation to production delivery (products exiting the factory):

Product Category	Num	Unit
Backpack	30	days
Travel Bag	30	days
Sports Bag	30	days
Cooler Bag	30	days

Average Sampling Time

Product Category	Lead Time
Backpack	5 days
Travel Bag	5 days
Sports Bag	5 days
Cooler Bag	5 days

The Shortest Sampling Time

Product Category	Shortest Lead Time
Backpack	5 days



## Section 4: Export Business Capacity

<b>Export Business Capacity</b>			
<b>4.1 Market Distribution (Previous 12 Months)</b>			
<b>Market</b>	<b>Main Product(s)</b>	<b>Revenue (USD)</b>	<b>Total Revenue (%)</b>
North America	Backpack, Travel Bag, Sports Bag, Cooler Bag	3,263,762	39.14
South America	Backpack, Travel Bag, Sports Bag, Cooler Bag	724,988	8.70
Eastern Europe	N/A	0	0
Southeast Asia	Backpack, Travel Bag, Sports Bag, Cooler Bag	2,174,965	26.08
Africa	N/A	0	0
Oceania	N/A	0	0
Mid East	N/A	0	0
Eastern Asia	N/A	0	0
Western Europe	Backpack, Travel Bag, Sports Bag, Cooler Bag	2,174,965	26.08
Central America	N/A	0	0
Northern Europe	N/A	0	0
Southern Europe	N/A	0	0
South Asia	N/A	0	0
Domestic Market	N/A	0	0
<b>4.2 Main Clients</b>			
<b>Client Name</b>	<b>Main Product(s)</b>	<b>Total Revenue (%)</b>	
Confidential	Confidential	Confidential	



## Section 5: Production Capacity

Production Capacity				
<b>5.1 Annual Production Capacity (Previous Year)</b>				
Backpack: 550,200 pcs, Travel Bag: 810,540 pcs, Sports Bag: 454,200 pcs, Cooler Bag: 910,320 pcs				
<b>5.2 Production Capacity</b>				
Product Name	Production Line Capacity	Actual Units Produced (Previous Year)		
Backpack	600,000 pcs/year	550,200 pcs		
Travel Bag	900,000 pcs/year	810,540 pcs		
Sports Bag	500,000 pcs/year	454,200 pcs		
Cooler Bag	1,000,000 pcs/year	910,320 pcs		
<b>5.3 Production Machinery</b>				
Machine Name	Brand & Model No.	Quantity	Number of Year(s) Used	Condition
High-head Sewing Machine	SHUNHE	10	3	Acceptable
Synchronous Sewing Machine	JIUKY	21	3	Acceptable
Flatness Sewing Machine	SHUNHE	22	2	Acceptable
Double-needle Sewing Machine	HIGHLEAD	6	3	Acceptable
Pattern Sewing Machine	SHUNHE	2	1	Good
Bar-tacking Machine	TUDOR	1	2	Acceptable
Lockstitch Sewing Machine	PACER	1	3	Acceptable
Snap Machine	Heiniu	4	3	Acceptable
Cutting Machine	Honghua	3	2	Acceptable
<b>5.4 Testing Machinery</b>				
Machine Name	Brand & Model No.	Quantity	Number of Year(s) Used	Condition
Color Assessment Cabinet	N/A	2	2	Acceptable
Thickness Meter	0~12.7 mm	1	3	Acceptable
<b>5.5 Subcontractors</b>				
Subcontractor Name	Product Subcontracted	Volume Supplied	Cooperation Period (Years)	
Confidential	Confidential	Confidential	Confidential	



## Section 6: Quality Assurance

Quality Assurance				
<b>6.1.1 Quality Management System Certification</b>				
Certification	Certified By	Certificate No.	Business Scope	Validity Date
ISO 9001:2008	Shanghai Ingeer Certification Assessment Services Co., Ltd.	11715QU0248-05R2M	The Design and manufacture of handbag and knapsack.	20/May/2015 -- 19/May/2018
BSCI	TUV Rheinland	355667	N/A	09/Jan./2016 -- 08/Jan./2017
<b>6.1.2 Product Certification (N/A)</b>				
Certification	Certified By	Certificate No.	Product Name & Model No.	Validity Date
N/A	N/A	N/A	N/A	N/A
<b>6.2 Testing Report</b>				
Certification	Certified By	Certificate No.	Product Name & Model No.	Validity Date
Product Test Report	Xiamen Sino-Tech Testing Technology Co., Ltd.	STCT1411601T	Lady Bag	13/Sep./2014 -- 31/Dec./2049
<b>6.3 Quality Control Management</b>				
Item	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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
6.3.3	Who does the QC/QA Manager /Supervisor report to?	Vice GM – Mr. Qiang Wang		
6.3.4	How many QA/QC inspectors in total?	5		
No. of Employees in Each Production Line:				
Production Line	Supervisor	No. of Operators	No. of In-line QC/QA	
Workshop	1	64	5	
<b>6.3.5 Average Guarantee Time</b>				
Product Category		Guarantee Time		
Backpack		1 year		
Travel Bag		1 year		
Sports Bag		1 year		
Cooler Bag		1 year		



6.3.6 The Longest Guarantee Time		
Product Category		Guarantee Time
Backpack		1 year
<b>6.4 Supplier Management</b>		
Item	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 type="checkbox"/> Yes, assessment reports are available for the previous 12 months <input checked="" 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		
Item	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 type="checkbox"/> Yes, with clear procedures and written records <input checked="" 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 type="checkbox"/> Yes, with procedures to trace raw materials <input type="checkbox"/> Yes, main raw material can be traced <input checked="" 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No



## Section 7: Production Process Management

Quality Control Management		
Item	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 checked="" type="checkbox"/> 100% of products with detailed inspection <input 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 type="checkbox"/> Thrown away <input type="checkbox"/> No inspection necessary



## Section 8: R & D Capacity

R&D Capacity				
<b>8.1 Current Situation</b>				
There are <u>3</u> 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	0		11-20 Years	0
Junior College	1		6-10 Years	2
Technical School	0		2-5 Years	1
High School	2		Less than 2 years	0
<b>Patent Situation</b>				
Patent No.	The Name of the Patent	The Patent Type	Available Date	
ZL201330185634	Bag ( embossed leather for lady)	Appearance design	17/May/2013 -- 16/May/2023	
<b>Brand Situation</b>				
Registration /application No.	Brand Name	For Approval to Use Goods	Validity Date	Ref.
8708447	Refer to the Photo	Wallets, bags, backpacks, shopping bags, handbags, luggage, briefcase, travel bag (box), furniture is decorated with leather, umbrella (End)	14/Nov./2011 -- 13/Nov./2021	Photo in Section 11 (Trademark Photos)
8910033	Refer to the Photo	Wallet, bag, cardfile (wallet), backpacks, wallet (purse), handbag, briefcase, travel bag (box), suitcase, holding babies with straps. (End)	14/Dec./2011 -- 13/Dec./2021	Photo in Section 11 (Trademark Photos)
8909897	Refer to the Photo	Wallet, bag, cardfile (wallet), backpacks, wallet (purse), handbag, briefcase, travel bag (box), suitcase, sports bag. (End)	14/Dec./2011 -- 13/Dec./2021	Photo in Section 11 (Trademark Photos)
14273871	Refer to the Photo	(Lady's) wallets, bags, cardfile (wallet), luggage, backpack, handbag, wallet (purse), briefcase, laptop bag (box), holding babies in the harness. (End)	07/May/2015 -- 06/May/2025	Photo in Section 11 (Trademark Photos)



14274012	Refer to the Photo	(Lady's) wallets, bags, cardfile (wallet), backpack, purse (wallet), handbag, briefcase, laptop bag (box), holding babies with condole belt, luggage (End)	07/May/2015 -- 06/May/2025	Photo in Section 11 (Trademark Photos)
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**The Average Time For New Products Launched**

Product Category	Lead Time
Backpack	15 days
Travel Bag	15 days
Sports Bag	15 days
Cooler Bag	15 days

**The Shortest Time For A New Item Launched**

Product Category	Shortest Lead Time
Backpack	15 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:	Pattern printing and cutting 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:	Dreamweaver, AutoCAD, Photoshop, Illustrator, CorelDraw, PageMaker, EDO CAD
Please list all certifications and/or qualifications of the R & D department:	N/A
Has the company established 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



Are the designed products confirmed by the customers?	<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 has 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 checked="" type="checkbox"/> Yes, with written records <input type="checkbox"/> Yes, without written records <input type="checkbox"/> No

**8.2 R&D Real Case Description**

<b>Customer's Name</b>	Confidential
<b>Customer's Location</b>	Confidential
<b>Customer's Industry:</b>	Confidential
<b>Order's Requirement Description:</b>	Confidential

**8.3 Design Process**

Process 1	Process 2	Process 3
Confidential	Confidential	Confidential
Description: Confidential	Description: Confidential	Description: Confidential

**8.4 Design Devices**

Pattern Printing and Cutting Machine	N/A	N/A
	N/A	N/A



## Section 9: Company Development / Expansion Plans

Company Development / Expansion Plans		
Item	Company Development Action	Timeframe
1	The company is going to perform customized order.	Year 2016

## Section 10: Production Flow

Production Flow					
No	Production Process	No	Production Process	No	Production Process
1	 Raw Material	2	 Cutting	3	 Sewing
4	 Inspection	5	 Packing	6	 Packed Products



## Section 11: Certification & Photos

Certification & Photos	
<b>Certification &amp; Photos -- Business License (Original)</b>	<b>Certification &amp; Photos -- Business License (Duplicate) with Certificate / Records of Annual Inspection</b>
<b>Certification &amp; Photos -- Permit for Opening Bank Account</b>	<b>Certification &amp; Photos -- Custom Clearance Registration Form</b>
<b>Certification &amp; Photos -- Import and Export Enterprise Registration</b>	<b>Certification &amp; Photos -- Business License (Original) (Branch)</b>



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



N/A

N/A

**Patent Photos**

**Certification & Photos -- Patent**



N/A

N/A

**Quality Management System Certification Photos**

**Certification & Photos -- ISO 9001:2008**



**Certification & Photos -- BSCI**





Testing Report Photos

Certification & Photos -- Test Report



N/A

N/A

Trademark Photos

Certification & Photos -- Trademark Certificate



Certification & Photos -- Trademark Certificate



Certification & Photos -- Trademark Certificate



Certification & Photos -- Trademark Certificate





**Certification & Photos -- Trademark Certificate**



N/A

N/A



## Section 12: Company and Product Samples

Company and Product Samples	
<p><b>Company Gate</b></p> 	<p><b>Office</b></p> 
<p><b>Workshop</b></p> 	<p><b>Workshop</b></p> 
<p><b>Workshop</b></p> 	<p><b>Warehouse</b></p> 



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample





## Section 13: Competitive Advantages

13.1 Product Group Capacity		
13.1.1 Products Sold (Within 12 Months)		
Products Name	Quantity	Revenue (USD)
Backpack	550,200 pcs	806,387
Travel Bag	810,540 pcs	1,076,335
Sports Bag	454,200 pcs	678,718
Cooler Bag	910,320 pcs	702,322
13.1.2 Suppliers Cooperated With (Within 12 Months)		
No. of cooperation suppliers (total)	214	
No. of suppliers (which cooperated over 2 times)	50	
No. of provinces which cooperation suppliers belong to	3 (Fujian, Guangdong, Zhejiang)	
Would the company like to provide design solution service for integration project?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
If yes, these projects include	N/A	
Would the company like to provide a total solution for purchasing?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> Part, _____ <input type="checkbox"/> No	
If yes, please describe it	Tools, Warming Compartment, Cushion, Pad	
13.1.3 Real Case Description:		
Customer Name	Confidential	
Customer Country	Confidential	
Customer Region	Confidential	
Products Category	Confidential	
Order Value (USD)	Confidential	
Order Processing Process	Confidential	
Customer's Feedback	Confidential	
13.2 Real Case for Lower MOQ & Lead Time		
Products Name	MOQ (Within 12 Months)	Lead Time
Backpack	506 pcs	32 days
13.3 Real Case for Large Contract & Lead Time		
Products Name	Order (Within 12 Months)	Lead Time
Backpack, Travel Bag, Sports Bag, Cooler Bag	77,742 pcs	90 days



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 onsite after-sales services are included		Location	Evidence- provided	Self-description
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	8 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 --