

Harbor Freight Controlled Document



# HFT ETQ Pre-Shipment Inspection Guide

供应商验货指南 (ETQ)

## TABLE OF CONTENT

Harbor Freight Tools (HFT) Inspection Scope & Contact .....	2
Product Inspections .....	2
Requesting an Inspection.....	2
On-Site and Remote Inspections .....	3
ON-SITE INSPECTIONS.....	3
REMOTE INSPECTION .....	4
Inspection Certificate.....	4
Supplier Corrective Action Report .....	4
Inspection Flow Chart.....	6
10-Point Ocean Container Inspection Report.....	7
.....	8
HFT 质检部检验工作范围和联系方式.....	9
产品检验.....	9
申请验货.....	9
现场和远程检验 .....	10
现场检验 .....	10
远程检验 .....	11
检验证书.....	11
供应商改善报告 .....	11
10点集装箱检验报告 .....	12

## Harbor Freight Tools (HFT) Inspection Scope & Contact

Responsible for the inspection of all shipments from Asian countries and regions including China mainland, Taiwan, Hong Kong, Vietnam, Cambodia, Thailand, Malaysia, India and Pakistan, etc.

Department	Contact
QA Inspection	Rocky Zhang Senior Director, Asia Inspections <a href="mailto:Rzhang@harborfreight.com">Rzhang@harborfreight.com</a> Tel:+86-21-5777-5012 Ext 8020 Suneet Chadha Senior Manager, US Inspections <a href="mailto:Schadha@harborfreight.com">Schadha@harborfreight.com</a> For India, Pakistan, America, Europe, etc.
Inspection Department	Your assigned Inspection Manager
ETQ Software	ETQ registration: <a href="mailto:IBao@harborfreight.com">IBao@harborfreight.com</a> ETQ questions: <a href="mailto:ETQInspectionAdmin@harborfreight.com">ETQInspectionAdmin@harborfreight.com</a>
HFT Shanghai QA Laboratory Address	#333, Che-Dun Town, Song-Jiang District, Shanghai 201611 TEL :+86 21-5777-5012, FAX : +86 21-5777-5012

### Product Inspections

ETQ is the new HFT system for product inspections to accomplish the following tasks:

- ✧ Request an inspection
- ✧ Perform self-inspections using a built-in inspection checklist
- ✧ Send completed inspection reports to HFT for review and approval
- ✧ Get inspection certificates(IC) for conforming POs
- ✧ Respond to Supplier Corrective Action Requests (SCARs)
- A WiFi connection and laptop are required for doing inspections in ETQ.
- All purchase orders require pre-shipment inspections, conducted by HFT's QA Department designated inspector at no cost to the vendor.
- The 1st pre-shipment inspection of a new product will only be conducted after the First Article Test (FAT) is passed.
- All vendors, without exception, are required to receive an Inspection Certificate(IC) after inspection is passed prior to shipping any purchase orders. Violations may result in payment holds, financial penalties, and possible return of goods at the vendor's cost.

### Requesting an Inspection

- All vendors must log in the designated ETQ website to request an appointment for inspection. Please go to [www.harborfreight.com/gsvm.html](http://www.harborfreight.com/gsvm.html) to download the "ETQ Reliance Vendor User Guide" and "Vendor ETQ Registration Form" for registration and learning details.
- The two vendor login accounts and the name & contact of the assigned inspection manager from HFT will be provided by HFT inspection coordinator after registration.
- New vendor is required to contact the assigned inspection manager for ETQ training set-up.
- The Inspection Request must be sent to HFT at least 7 working days before container loading or delivery to consolidator.

## Harbor Freight Controlled Document

- Only 8 or less PO#s under one SKU will be accepted in an inspection request, unless otherwise instructed by HFT Inspection Manager.
- Within 4 days after the inspection request is received, our inspection department will coordinate the exact inspection date with the vendor.
- At least 80% of the production must be finished, packed in retail packaging, and in printed master cartons. Inspectors are instructed NOT to inspect any production runs that fail to meet with these criteria.

## On-Site and Remote Inspections

- Inspections will be designated **REMOTE** or **ON-SITE** at HFT's sole discretion.
- **ON-SITE** means HFT inspection department will designate inspector to conduct the on field inspections at factory. **REMOTE** means your own inspector of the vendor will conduct self-inspection with approved HFT inspection checklist and after completed, upload all findings and related photos into ETQ for HFT inspector to review and approve.
- After the initial Inspection Request is sent to the Inspection Manager, the vendor will be informed within 4 days whether their inspection will be On-Site or Remote through ETQ.
- At the very beginning of 1st pre-shipment inspection of a new product, HFT checklist writer will provide the inspection checklist of each SKU to the vendor and the vendor is required to review and agree its content.

## ON-SITE INSPECTIONS

This inspection is free of charge to the factory. The factory must make sure that the products are properly ready for inspection, and provide adequate assistance to the HFT inspector such as sample drawings, transporting, and enough man-power support for the inspection.

- The designated inspector will contact the factory to schedule a date for on-site inspection.
- Right after inspection, the designated inspector will review all inspection findings with factory representative together and come to the conclusion of inspection.
- If the inspection result is conforming(C), an Inspection Certificate(IC) will be issued to the vendor through ETQ automatically.
- If the inspection is detected a non-conforming(NC) issue, HFT inspection manager will review the NC and may provide one of shipment dispositions as below,
  - ✧ Accept 'as is'-No Safety or Major issue, to be improved in future production run.
  - ✧ 100% Sort-Screen & Scrap & Replace/Rework NCs, to resubmit the shipment for reinspection.
  - ✧ 100% Sort-Screen & Re-work NCs, to resubmit shipment for reinspection.
  - ✧ Reject the whole shipment.

## Harbor Freight Controlled Document

- The vendor is required to follow the shipment disposition given and take actions accordingly. A SCAR (Supplier Corrective Actions Report) may be required per HFT QA, and a new inspection may also be required as applicable.
- Vendors must obtain an Inspection Certificate (IC) prior to shipping in order to receive payment on time and avoid penalties.

### REMOTE INSPECTION

- All shipments that do not require an on-site inspection MUST have a remote inspection completed.
- A HFT inspection checklist will be provided in vendor's account in ETQ, which must be completed by a factory QA representative.
- Your factory QA representative is required to go to [www.harborfreight.com/gsvm.html](http://www.harborfreight.com/gsvm.html) to download "Vendor Self-inspection Guide" and follow it to complete & submit the related inspection checklist through ETQ to the HFT inspector to review and approve at least 4 days before loading the container or delivering to the consolidator.

### Inspection Certificate

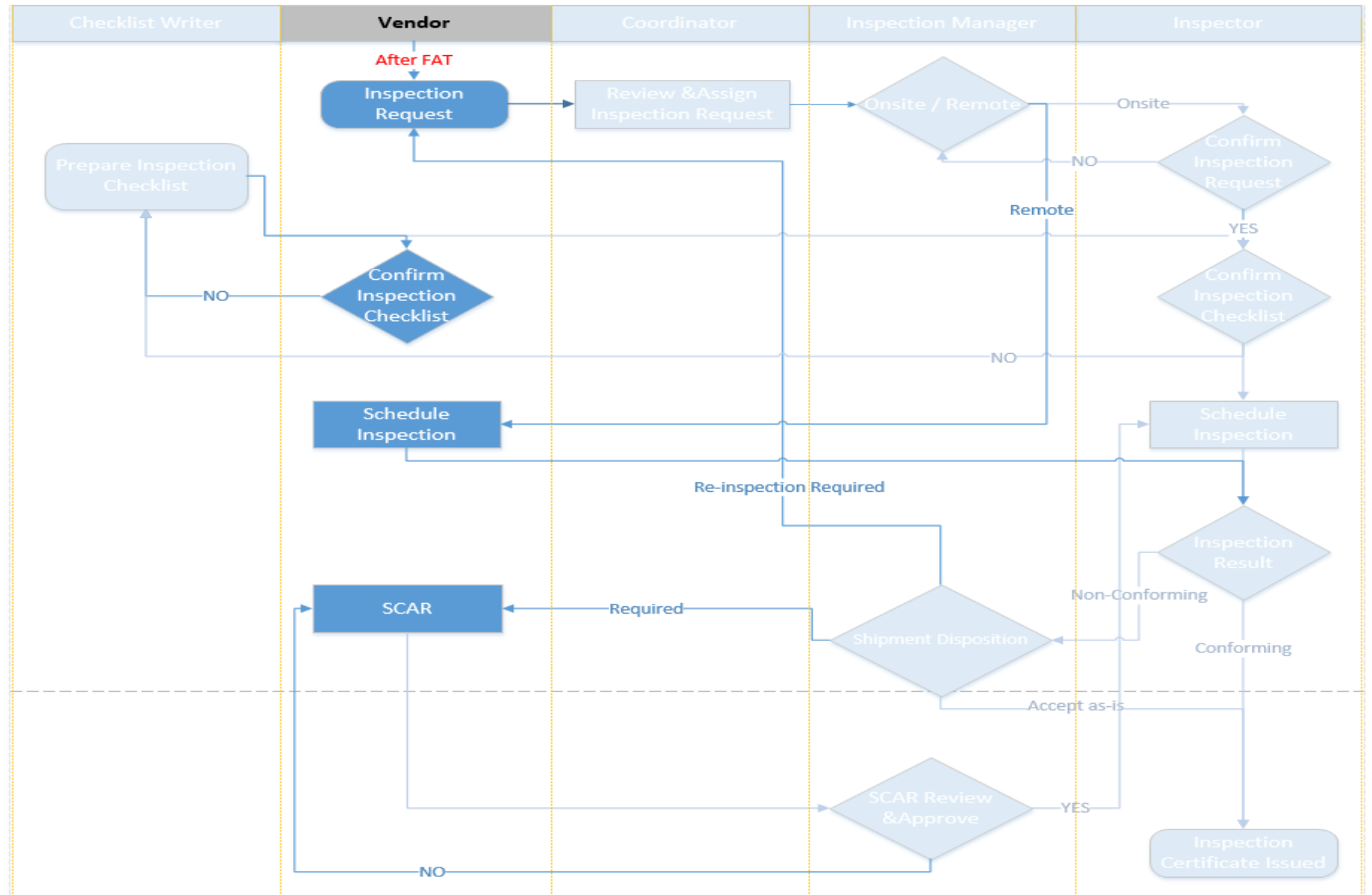
An Inspection Certificate (IC) is required to ship any POs and for payment release. Vendors will need to contact the inspector in time ONLY if the inspection result is conforming and the Inspection Certificate(IC) is not received.

### Supplier Corrective Action Report

- Non-conformance findings will require vendors to complete a Supplier Corrective Action Report (SCAR) in vendor's ETQ account within 3 days. The Report requires a NC Impact Scope (How many and which purchase orders are impacted by the NC), containment actions such as PO screening, sorting, rework, replacement, determination of root cause of non-conformance, and corrective/preventative actions to be taken for future production. In some cases, non-conformances may result in delayed shipment and a re-inspection request must be made at least 7 days before container loading or delivery to consolidator.
- Requests for containment (e.g. purge, sort, screen, rework, scrap, etc.) must be completed by the factory QA representative and approved by the HFT Inspector before leaving the factory. The Containment Plan must include actions to take, quantity, location, responsible person names, and accept/reject criteria. Any reworked or rejected product must be put in a separate pile for re-inspection. See example below,

<b>Quality Assurance Dept Factory/ Supplier Corrective Action Request (SCAR)</b>				Version: A	
				Date:	
<b>Sku #:</b> 货号		<b>Description</b> :产品名称			
<b>PO #:</b>		<b>Quantity:</b>		<b>Container#</b>	
<b>Factory/Supplier</b> 供应商				<b>Factory/ Supplier #:</b>	
<b>Submitted By:</b> 提交人:				<b>Date Submitted:</b> 提交日期	
<b>UPC:</b>					
<b>SECTION 1.0 - Entry by Quality Assurance Dept</b> (由 检验员填写)					
<b>Section 1.1 Description of Problem</b> (问题描述及其类) :			<b>Major:</b>	<b>Minor:</b>	<b>Critical:</b>
<b>Section 1.2 – HFT QA Manager Follow-up Recommendations</b>					
<b>SECTION 2.0 - Entry by Factory / Supplier</b> (由供应商填写)					
<b>Section 2.1 - Issue Impact Scope (How many and which purchase orders are impacted by the issue)</b>					
<b>Section 2.2 - Containment plan (Purge, Sort, Screen, Rework, Scrap). Must be approved by the HFT Inspector before leaving the factory. Plan must include actions taken, quantity, location, names, and accept/reject criteria. Any reworked or rejected product must be put in a separate pile for re-inspection.</b>					
改善对策、确认完成改善的日期和供应商最终决定			<b>Effective Date/ PO#</b>		
<b>Section 2.3 - Root Cause of Problem</b> (问题产生的原因)					
<b>Section 2.4 - CA/PA Actions Taken to Prevent Reoccurrence with Comments:</b>			<b>Effective Date/ PO#</b>		
改善对策、确认完成改善的日期和供应商最终决定					
<b>SECTION 3.0 - Entry by Quality Assurance Dept</b> (由 HFT 验货部经理填写)					
<b>QA Verification with process audit - attach audit report</b> (最终确认结论) :					
<b>QA Inspector:</b>			<b>Date Completed:</b>		

### Inspection Flow Chart



## **10-Point Ocean Container Inspection Report**

Vendor is required to process inspection on the container to ensure the container is a good condition with following "A 10-Point Ocean Container Inspection Checklist" as below, and keep the report for at least 6 months for possible audit by HFT QA team.



CTPAT 10-Point Container Inspection				(Company Logo Here)	
Date & Time of Inspection:				PO Number:	
Container Number:				Booking/Bill of Lading Number:	
Container Seal Number:				Inspector (Name & Title):	
Container Type: 20' 40' 40'HC 45'					
<b>1. Undercarriage (before entering facility)</b>			<b>6. Ceiling/Roof</b>		
<i>Do not let the container enter the facility. Use a mirror to access hard-to-see areas.</i>			<i>False compartments are common in ceilings, beams, floors, doors, and the front wall.</i>		
Are support beams are visible? They should not be covered.	Yes	No	<i>If unable to see roof of container, use a ladder or a mirror attached to a pole.</i>		
Do wheels and tires look normal?	Yes	No	Measure height from floor to ceiling		cm
			If present, are any repairs to the ceiling also visible on the roof? (Leave blank if no repairs.)	Yes	No
<b>2. Doors - Inside / Outside</b>			Are all blocks and vents visible?		
<i>Inspect inside and outside of the container's doors.</i>			Are support beams visible?		
Are ribs of doors are visible? They should not be covered.	Yes	No	Has the ceiling been tapped to see if it sounds hollow?		
Are secure and reliable locking mechanisms attached to the container?	Yes	No	Are there holes, cuts, dents or rusted sections on the ceiling?		
Is color bonding material of the same color?	Yes	No			
Are bolts loose?	Yes	No	<b>7. Floor</b>		
Are there holes, cuts, dents or rusted sections on the doors?	Yes	No	<i>Floor should be flat. Do not need to step up to get inside.</i>		
<b>3. Right Side</b>			Is the floor clean and dry?		
<i>Repairs to walls on inside of container must be visible on outside.</i>			Is the floor of different heights?		
Are the ribs visible on the interior side of the wall?	Yes	No	Are there any unusual repairs to the floor?		
Have the walls been tapped to see if they sound hollow?	Yes	No	Are there any unexplained oil stains?		
Are there unusual repairs to structural beams?	Yes	No			
Are there unusual color variations?	Yes	No	<b>8. Door Lock</b>		
Are there holes, cuts, dents or rusted sections on the wall?	Yes	No	Do doors completely seal when closed?		
			Are hinges secure and reliable?		
<b>4. Left Side</b>			Does the bar of each door work properly?		
<i>Repairs to walls on inside of container must be visible on outside.</i>			Are there problems locking the door?		
Are the ribs visible on the interior side of the wall?	Yes	No			
Have the walls been tapped to see if they sound hollow?	Yes	No	<b>9. Seal Verification</b>		
Are there unusual repairs to structural beams?	Yes	No	Does the seal meet or exceed PAS ISO 17712?		
Are there unusual color variations?	Yes	No	Is the seal broken or damaged?		
Are there holes, cuts, dents or rusted sections on the wall?	Yes	No	Does the seal number match documentation?		
			After twisting and tugging the seal, is it secure?		
<b>5. Front wall</b>					
<i>Use a measuring tape or string to determine the length of container.</i>			cm	<b>10. Agricultural Review</b>	
Are all blocks and vents visible?	Yes	No	Is the container free of soil or plant matter, animals or animal matter, or any other biological matter?		
Has the wall been tapped to see if it sounds hollow?	Yes	No	Are wood packaging materials (WPM) such as pallets included in this shipment?		
If the container is refrigerated, is the fan housing clear of unwanted material?	Yes	No	If yes to the above question, does all wood packaging material bear an IPPC stamp? (Leave blank if no WPM in container.)		
			ver.1.5		
			Circle: Supervisor   Manager   Director   Other (specify)		
			Sign:		

## HFT 质检部检验工作范围和联系方式

负责在亚洲国家和地区的工厂生产、出货的所有货物的检验工作。主要有中国大陆、台湾、香港、越南、柬埔寨、泰国、马来西亚、印度和巴基斯坦等。

部门	联系方式
质量保证部	Rocky Zhang Senior Director, Asia Inspections <a href="mailto:Rzhang@harborfreight.com">Rzhang@harborfreight.com</a> Tel:+86-21-5777-5012 Ext 8020 Suneet Chadha Senior Manager, US Inspections <a href="mailto:Schadha@harborfreight.com">Schadha@harborfreight.com</a> For India, Pakistan, America, Europe, etc.
质检部	HFT指派的验货经理
ETQ 软件	ETQ 注册: <a href="mailto:IBao@harborfreight.com">IBao@harborfreight.com</a> ETQ 问题: <a href="mailto:ETQInspectionAdmin@harborfreight.com">ETQInspectionAdmin@harborfreight.com</a>
上海实验室地址	上海松江区车墩镇香亭路 333 号邮编: 201611 电话: +86 21-5777-5012, 传真 +86 21-5777-5012

## 产品检验

### ETQ 是HFT用于产品检测的新型系统，可用于完成以下任务

- 预约检查
  - 使用内置检查清单执行自检
  - 将自检完成的检验报告发送给 HFT 进行审核和批准
  - 为合格的采购订单获取检验证书 (IC)
  - 对于不合格项答复 HFT 的供应商纠正措施要求 (SCAR)
- 所有订单在出货前必须通过由HFT质检部门指派的检验员的验货。供应商无需承担检验的费用。
  - 新产品的第一个订单的检验必须在FAT测试通过后进行。
  - 所有供应商，在出货前必须取得检验证书后，才能安排出货，无一例外。任何违反可能造成扣留货款，罚款或者有退货的风险，供应商需要承担相应的费用。

## 申请验货

- 所有供应商必须登录指导的ETQ网站，申请预约验货。
- 请去此网页[www.harborfreight.com/gsvm.html](http://www.harborfreight.com/gsvm.html)，下载“ETQ Reliance Vendor User

Guide”、“Vendor ETQ Registration Form”两文件，去注册ETQ账号和了解详细ETQ操作要求。

- HFT的验货协调员将提供给您2个ETQ账号和HFT指派的验货经理姓名和联系方式。
- 新的供应商需要与指派的验货经理联系安排ETQ操作培训。
- 验货申请需要在装柜或者送仓的之前的7个工作日提交。
- 除非指派的验货经理同意或要求，否则每个SKU仅少于或等于8个订单可以被接受验货。
- 在收到验货申请的4天内，质检部会联系供应商确定具体的验货日期。
- 在检验时，必须完成80%的生产、包装，达到可以销售的状态并放进出货的纸箱中。如果达不到此要求，检验员会被要求不能进行验货。

## 现场和远程检验

- 是否远程还是现场验货由HFT来决定。在收到验货申请4天内，质检部会决定是否需要现场验货并通过ETQ通知供应商。
- 现场检验的意思是HFT质检部将会指派检验员去工厂进行现场检验。远程检验的意思是由供应商的检验员将用HFT批准的检验要求帮助完成检验。结束后，供应商将所有发现的问题和相关要求的检验照片上传到ETQ网站中给HFT检验员审核、批准。
- 在新产品的第一个订单的检验开始前，制作**HFT**检验标准的**QA**将提供相应SKU的检验标准给供应商审核并同意其内容。

## 现场检验

- 检验是免费的，工厂需要确保产品达到可以检验的要求，并且给予HFT指派的检验员适当的帮助，比如抽取检验样品，搬运样品和安排足够的人员帮助完成检验。
- HFT指派的检验员会联系工厂确定具体的现场检验日期。
- 检验结束后，HFT指派的检验员会和工厂陪同的质量代表一起讨论、确认检验过程中发现的问题，并给出最终检验结果。
- 如果检验结果是合格，检验证书将会在检验报告完成后通过ETQ自动的发送给相应的供应商。

- 如果检验结果是不合格，HFT验货经理将会进一步审核、确认这些问题并提供相应的决定。其决定概括如下：
  - ◇ 接受此次问题，因为它们不是影响产品的安全、性能的主要问题。工厂需要在下批订单生产中改进、避免此类问题。
  - ◇ 需要工厂做100%挑选、报废和替换不合格的产品后，重新申请检验。
  - ◇ 需要工厂做100%挑选、修复不合格的产品后，重新申请检验。
  - ◇ 不接受这批所有的产品。
- 供应商要求及时跟进HFT验货经理给出的决定并采取相应的解决措施。HFT QA将会要求供应商填写、完成供应商改善报告。而且如果有必要，也会要求重新申请检验。
- 供应商在出货前必须取得检验证书，以便及时收到货款，避免相关的处罚。

## 远程检验

- 所有货物如果不需要现场检验，则必须进行远程检验。
- HFT的检验要求将会通过ETQ派送到您的ETQ账户，这个必须由您安排的QA人员完成此次检验工作。
- 请要求您安排的QA人员去此网站，去下载“供应商自检指南”并跟进其要求完成检验、最后提交报告给HFT指派的质检员审核、确认。报告必须在装柜或送货4天前提交。

## 检验证书

检验证书是出货和付款必要的文件。如果在检验通过后，供应商没有收到它，需及时联系检验员解决。

## 供应商改善报告

- 不符点需要供应商在其ETQ账户里完成整改报告（见第5页的报告示例），报告

要求列明问题涉及的订单号和订单数量、提供具体的整改措施，比如批量筛选、分拣、返工不合格品等。也会分析未通过的根本原因和后面生产中需要采取的相关改进预防措施。有些情况下， 验货未通过会导致延期交货和需要供应商在装箱或者送仓前的7 天重新提交检验申请。

- HFT指派的检验员在离开工厂前，必须要求工厂提供针对这批货的整改措施，如标识隔离，批量筛选、分拣、返工，报废等）。整改措施必须包含将采取的解决方案、筛选数量、返工地点，返工人员和合格/不合格的标准等。任何返工和筛选出的不合格产品必须放在独立区域以方便重新检验。

## 10点集装箱检验报告

为了确保集装箱质量完好，HFT要求供应商参照10点集装箱检验要求（见第7页的报告示例）在装柜前对集装箱进行检验并将完成的报告保存至少6个月或6个月以上，以备HFT质检部门的稽查。

<b>Issued By</b>	Harbor Freight Global Inspection
<b>Revision#:</b>	Rev002-20230620
<b>Change-Notes:</b>	P2: The Inspection Request must be sent to HFT at least 7 working(replaced 14)days before container loading or delivery to consolidator; P3: Within 4(replaced 8) days after the inspection request is received, our inspection department will coordinate the exact inspection date with the vendor. P10: the same change as above. P2 and P10: added contact for US inspections.