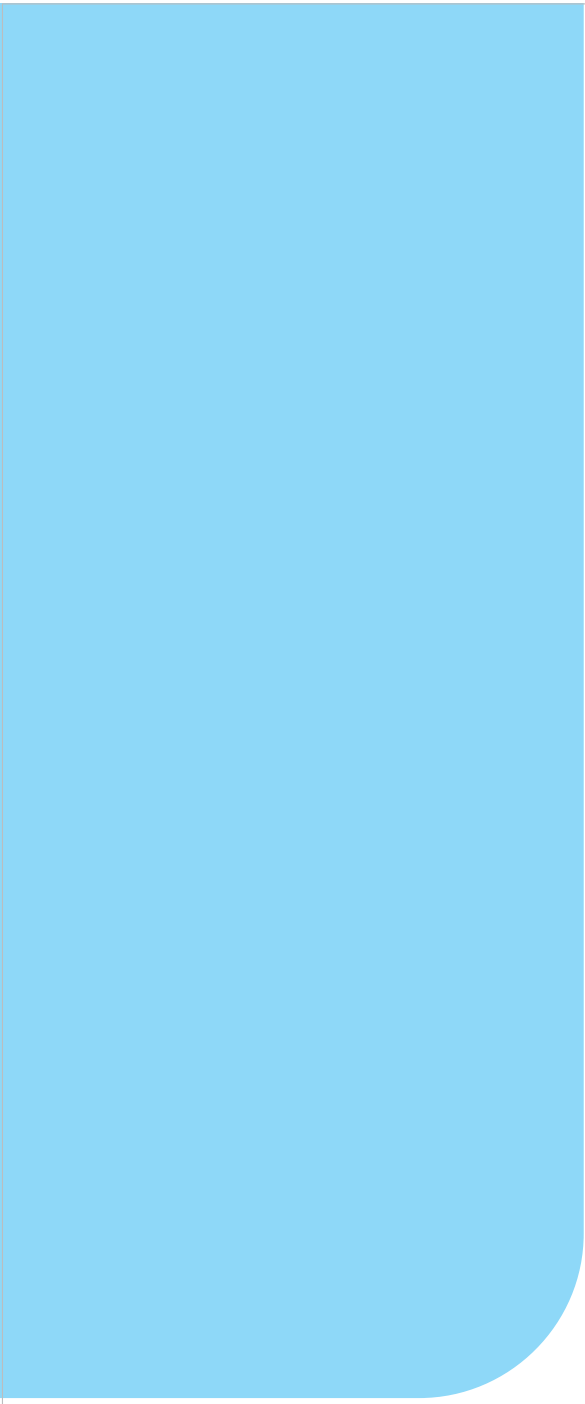


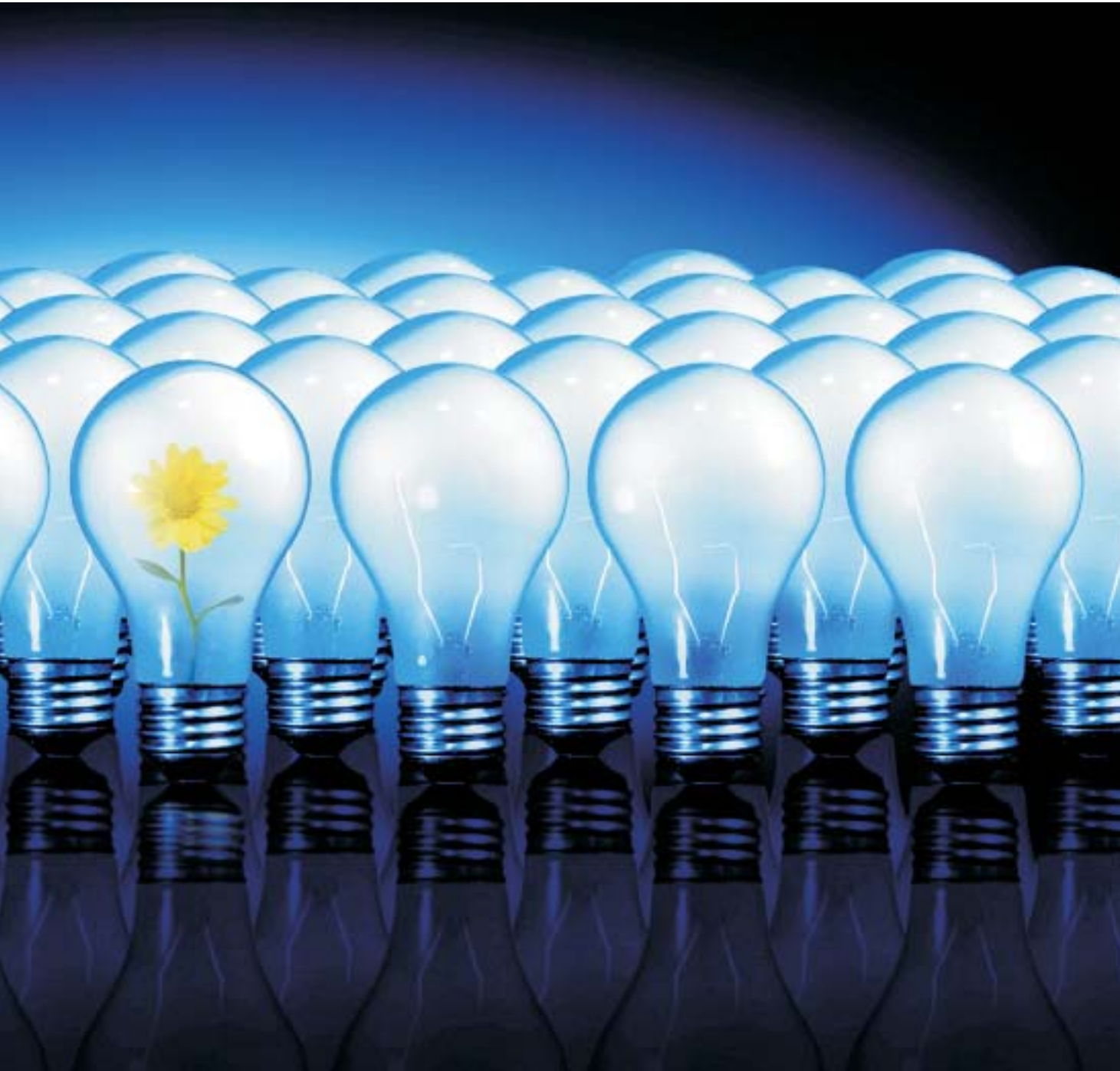
**Intertek**



**Intertek  
Knowledge  
Center**

天祥集团  
培训手册  
2009





**Creating and Sharing Knowledge  
to Enable Your Business**

**知识分享 助力成长！**

# Challenge 挑战

当前，全球经济形势严峻。次贷危机、金融风波和各发达国家经济的放缓如一阵猛烈的寒风席卷全球，使国内外贸易企业感受到了经济严冬的寒冷。

随着美国及其贸易伙伴退向保护主义，技术壁垒尤其明显，我国企业与他国的贸易纠纷不断增加。欧美各主要进口国形形色色的市场准入法规成为了我国企业最大的出口门槛。这些法规涉及范围广，包括产品的安全及质量标准，日益受到关注的生态环保要求，还有买家设定的企业社会责任要求等。

企业该如何应对、突破这一系列的技术贸易壁垒，在同行中突围而出？如何减少技术法规对企业带来的成本的冲击？如何迎来企业生存的暖春？这些都是现实存在的挑战！

企业要完全满足对法规符合性和成本控制的要求，需要自己主动去了解法规，从内部管理的每一个环节着手，制定相应的对策。因此，企业需要培训这方面的专才，以保障未来可持续发展。

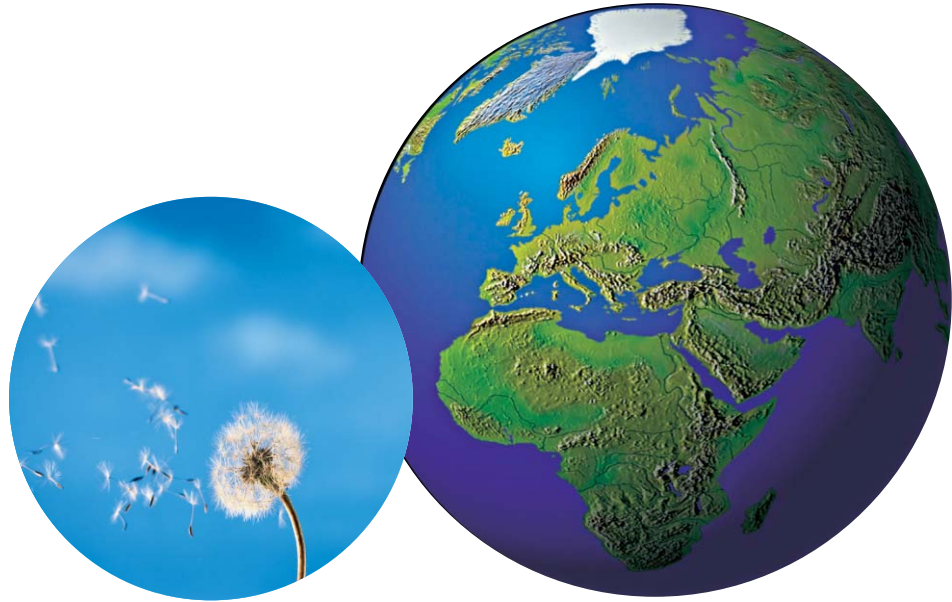
Currently, subprime lending crisis and economic growth slowdown of developed countries like a fierce cold wind blow across the world, influencing world trade companies in advance.

With trade protectionism rising in the United States and other countries as well as more technical barriers, there are more and more conflicts between Chinese companies and those of other countries. A lot of regulations to restrict imports of Chinese companies have become the biggest barrier for Chinese companies to export. The regulations cover product safety and quality standards, eco-environment protection requirements that are paid much more attention to, corporate social responsibility requirements which are set by buyers and etc.

How should a company deal with it and break through series of technological trade barriers, being more attractive compared with other companies? How to reduce the cost which keeps increasing with the ever changing technology regulations? How to survive in hard times?

They are the challenges a company has to face.

To ensure regulation compliance and effective cost control, companies need to take proactive measures in learning the related laws and regulations, and introducing internal management system, which requires special talents in these fields to ensure sustainable development.



## Our Solutions 我们的解决方案

Intertek培训中心针对企业自身面临的问题，结合Intertek在测试和检验行业100多年来的专业经验，制定了2009年培训计划。

国际市场的变化日新月异，企业必须顺应全球贸易、采购、销售方式的不断变化，应对新兴市场带来的影响，满足扩大产品线和产品种类、缩短产品上市时间、降低成本、减少供应链风险，同时在整个商业经营过程中达到质量安全标准的种种要求。

当客户面对这些压力和挑战时，Intertek的培训服务将成为您不可或缺的有力支持，帮助您解决这些困难。

我们精心设计和挑选的核心课程，包括产品测试标准、实验室管理和实用技术，验货人员和工厂审核人员的理论和实战等。学员成功完成课程后，可获由Intertek颁发的国际认可证书，并能在企业内部有效应用管理，令企业得益。

With 100 years of professional experience in testing and inspection, Intertek presents the 2009 Training Program to address the practical problems that companies meet in their business.

To survive in the international market, companies must keep up with the ever changing situation of global trade, purchasing and marketing and counteract the influence coming up in the emerging markets. Companies are continuing to face the challenges of expanding product line, cutting the time to market, saving cost and reducing supply chain risk, and complying with the various regulatory standards on quality and safety in the whole process of their business operations.

To help you solve these problems, Intertek training program offers knowledge and skills to optimize your business process and enhance your success in the global marketplace.

Intertek designed these courses covering product testing standards, laboratory management and technology, inspection and auditing theories and skills. After accomplishing the course, the trainees can get an international accredited certificate awarded by Intertek. Besides, they can also use the skills to benefit the company.

## Course 课程设置

人力资源是企业最大价值的资产，培训更是员工进步和企业发展的关键。Intertek的培训覆盖到供应链的每一环节，从这些非常实用和有价值的课程中，学员可以学到各种产品的相关法规和测试标准以及检验、审核、测试的技能，从而提升人力资源配置的效率，形成核心竞争力。

- \* 公开课程：满足业内人士的自我提高需要。
- \* 企业内训：按客户要求，为其供应商或员工提供量身订做的专项培训。
- \* 在线学习：引入网络在线教学科技，超越时间、空间限制，培训及时便捷。

Intertek knows human resources are the most valuable assets of a company. Training is essential for employee progresses and corporate development. Intertek Training covers every part of supply chain. Through these courses, delegates will learn regulations and standards, skills of inspection, testing and auditing. As a whole, we help customers to improve their core competitive advantage by increasing the human resource effectiveness.

- \* Public course—to enhance self-development for the personnel in testing and auditing.
- \* In-house course—tailored according to clients' needs for their suppliers or employees.
- \* E-learning—introduces the on-line education technology to facilitate fast and easy learning

## Related Services 相关服务

- |            |   |
|------------|---|
| * 测试服务     | * Testing Service                       |
| * 产品认证服务   | * Product Certification Service         |
| * 验货服务     | * Inspection Service                    |
| * 审核服务     | * Auditing Service                      |
| * 企业社会责任审核 | * Corporate Social Responsibility Audit |
| * 技术服务     | * Technical Service                     |
| * 供应链的支援服务 | * Supply Chain Support Service          |





## Why Intertek Training 为什么选择Intertek培训

通过Intertek培训课程，您可以和国际知名的行业专家和技术人士进行面对面地互动与交流，就产品安全、审核、检验、认证及实验室服务等问题进行探讨，寻找影响当今商业活动的关键要素，由此获得提升品牌价值、提高市场竞争力的有效方法。

Intertek培训课程针对客户的要求量身设计，可满足消费品、食品、医药、化妆品、能源、化学品和染料等生产领域各类企业的需要。

- \* 我们只开设Intertek核心服务为基础的专业课程。
- \* 我们的导师都是从各条业务线上挑选的具有丰富实践经验的专家，他们在Intertek日常管理和技术工作中起着关键的作用。
- \* 课程注重实操性，每个参加者都有机会在导师的指导下进行实际操作，以最快的速度掌握各项技能。

培训中心自2007年5月成立以来，已经成功地为近万名顾客进行培训并颁发了证书。培训中心颁发的证书为国际认可，能够有力地证明您具有成功掌控技术质量系统的技能，助力于您的事业发展。

Intertek's training programmes can offer face to face interaction with renowned technical experts, international lawyers and certification specialists in safety, auditing, inspection and laboratory services in order to help identify key issues affecting business today. As a result, clients will receive important insight that will enhance brand value, improve market performance and create a competitive advantage.

The training is designed to meet a client's requirements and appropriate for anyone involved in the production of consumer products, food, pharmaceuticals, cosmetics, energy, chemicals and dyes.

- \* Our courses are all and only designed based on Intertek core services.
- \* Our tutors are highly experienced experts selected from different business sectors who are performing key roles in Intertek daily management and technical work.
- \* The courses focus on operation, where every delegate has the opportunities to practice under tutors' guidance to master the knowledge and skills in the shortest time.

Since Intertek Knowledge Center launched in May 2007, there has been almost 10,000 delegates successfully completed the training and awarded the training certificates. The Knowledge Center certificated training credential will advance your career by ensuring you have the skills to successfully manage the technical or quality systems.

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Intertek Knowledge Center / 培训手册

2009

# 能力发展系列

Ability Development Series

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提升专业技能，开拓发展空间  
Improving professional skills and  
expanding spaces for development

### 课程1

## 企业社会责任内审员培训

## Corporate Social Responsibility Internal Auditor Training

### 培训目的

企业社会责任内审员培训课程的目的是深入介绍企业社会责任的发展过程，讨论企业社会责任审核的重要意义，并且将以企业社会责任内审员的角度去熟悉审核的整个流程、前期准备、报告制作，以及访谈技巧等。企业社会责任内审员培训课程的侧重点是对审核员审核技巧的培养，通过一系列的学习和练习使学员逐渐具备进行企业社会责任审核的能力。

课程形式灵活，结合了培训材料和角色扮演，为学员提供了一个发表观点、交流思想的有益机会。由于社会责任审核在很大程度上依赖审核员的判断，所以课程中提供的训练会帮助学员更深入地理解社会责任审核及行业/文化相关的内容。

### 培训对象

企业内审员、社会责任相关人员（如H&S负责人、人力资源管理者、工厂管理人员），具有社会责任方面的基础知识且对企业社会责任感感兴趣的人员。

### 内容大纲

- \* 社会责任审核总体介绍
- \* 审核员的专业要求
- \* 审核员的素养
- \* 企业社会责任审核的基本内容和范围
- \* 审核流程
  - 首次会议
  - 文件审核
  - 工厂巡查
  - 员工访谈
  - 末次会议
- \* 企业社会责任相关的中国的法律法规
- \* 审核角色扮演练习

### Objective

The Corporate Social Responsibility Internal Auditor Training is designed to give an in-depth understanding of the development and purpose of social compliance auditing. It introduces the whole process of an audit, audit preparation, reporting of findings and interviewing techniques in an auditor's perspective. The Corporate Social Responsibility Internal Auditor Training emphasizes on the cultivation of audit skills and encourages students to gain the ability of social compliance audit gradually.

The course format is flexible and interactive. It integrates training materials and role play exercises, which provide opportunities for delegates to participate and exchange their ideas. Since social compliance auditing relies heavily on auditor's subjective judgment, exercises provided will assist the participants in acquiring a more in-depth understanding of social compliance auditing and industry/culture related issues.

### Who should attend

Internal auditor, Social compliance related personnel (e.g. H&S officer, HR management, Factory management) with basic knowledge of social compliance and personnel who is interested in social compliance.

### Course coverage

- \* Introduction to social auditing
- \* Auditor professionalism
- \* Auditor characteristics
- \* Audit content & scope
- \* Audit processes
  - Opening meeting
  - Document review
  - Factory tour
  - Employee interview
  - Closing meeting
- \* Social compliance related China law
- \* Audit role play exercise

**课程2**

**GSV全球供应链安全验证内审员培训**  
Global Security Verification (GSV) Internal Auditor Training

**培训目的**

GSV全球供应链安全验证内审员培训是为企业安全体系建立及维护人员专门设计的，课程将深入介绍C-TPAT体系对工厂安全标准的要求，以及整个审核流程的内容，包括准备工作、报告制作以及员工访谈技巧等。

本课程内容丰富、形式灵活，结合了培训材料和角色扮演，为学员提供了一个针对GSV安全审核发表观点、交流思想的有益机会。由于GSV安全审核在很大程度上依赖审核员的主观判断，所以课程中提供的训练会帮助学员更加深入地理解GSV安全审核及行业/文化相关的内容。

**培训对象**

- \* 管理体系的内部审核员
- \* 工厂管理人员
- \* 仓库管理人员
- \* 工厂安全人员
- \* 其他对GSV感兴趣的人员

**内容大纲**

- \* GSV的背景
- \* C-TPAT准则的更新
- \* C-TPAT要求的详细分析
- \* 常见违规
- \* 内部审核计划及步骤
- \* GSV内部审核的技巧
- \* 角色扮演
- \* 考试

**Objective**

The GSV Internal Auditor Training is tailor designed to give an in-depth and complete understanding of C-TPAT security requirements in a manufacturing site and its verification process for the persons who involved the security system/procedure setup and internal maintenance in a manufacturing site. It is aimed to introduce the whole process of a GSV internal audit from audit preparation, reporting of findings and interviewing techniques.

The course format is flexible and interactive. It integrates training materials and role play exercises, which provide opportunities for delegates to participate and exchange their ideas. Since GSV Auditing relies heavily on auditor's subjective judgment, exercises provided will assist the participants in acquiring a more in-depth understanding of GSV auditing and industry/culture related issues.

**Who should attend**

- \* Internal Auditor of Management System
- \* Factory Manager
- \* Warehouse Manager
- \* Factory Security Personnel
- \* Other persons who are interested in GSV audit

**Course coverage**

- \* Background of GSV
- \* Update C-TPAT Criteria
- \* Detail Analysis of C-TPAT Requirements
- \* Common Non-Conformance
- \* Internal Audit Planning and Procedure
- \* Skills of GSV Internal Audit
- \* Role Play
- \* Examination

### 课程3

## IRCA 注册企业社会体系内审员培训 IRCA Social System Internal Auditor Training

### 培训目的

在IRCA认可的课程中，您体验到的不是传统的讲解式授课方法。讲师将通过轻松的小游戏和简明的案例分析，帮助您深入了解体系标准和关键的审核员技巧。审核员培训的一个重要部分是正式评估和能力考试。在课程结束后，学员还需要完成两次有一位审核评估员在场见证的审核，以对其审核技能进行评估。评估合格后，方能成为IRCA注册企业社会体系内审员。这种有评估员在场见证的能力评估需要每年进行一次，以保证认证资格的持续有效性。

### 培训对象

包括希望成为企业社会责任审核员，以及希望了解企业社会责任，以便在企业内部讲解或执行审核报告的相关人员。

### 内容大纲

- \* 社会审核的介绍
- \* 了解ETI基本法则的要求
- \* 审核模式
- \* 模拟审核，包括：
  - 开始会议
  - 员工访谈
  - 健康和 safety 巡查
  - 薪酬和工作时间计算
  - 整改计划报告
  - 结束会议
  - 书面考试(英文作答)

### Objective

In choosing an IRCA certified course, you select training offered by an IRCA approved training organization that has demonstrated a high standard of technical and training expertise to help you to achieve the learning outcome we require for each course. You will not experience traditional lecture style learning on IRCA certified course. Instead, the tutors will use facilitated learning activities, case studies and examples to help you develop a deep understanding of system standards and key auditor skills to accelerate learning.

A key part of an auditor training course is the formal assessment and examination of your performance against the learning outcomes and your success will be recognized by the award of an IRCA certified auditor. In order to become qualified auditor, delegate needs to complete two witness audits. Following the course a trainee auditor can participate in two audits with an audit assessor in order to receive auditing approval. The aim of this is to assess practical application of classroom training. The witnessed performance will need to be repeated yearly to maintain certification.

### Who should attend

Who wish to become internal ethical auditors and those who want to understand ethical trading in order to implement it within their business or use the knowledge to interpret audit reports.

### Course coverage

- \* Introduction to social auditing
- \* Review of the elements of the ETI base code
- \* Audit formats
- \* Simulated audit including:
  - Opening meeting
  - Employee interviews
  - Health and safety tour
  - Wage and working hours calculations
  - Reporting of corrective action plans
  - Closing meeting
  - Written examination (in English)

**课程4**

**GMPC 化妆品良好生产规范内审员培训**  
GMPC Internal Auditor Training

**培训目的**

GMPC 体系是一个针对化妆品行业的质量管理体系，它提出了影响产品质量因素的组织 and 实施的要求，从人员、技术和管理等方面入手，旨在用以剔除和防止质量方面的缺陷。如果在国内生产的或由国外进口的化妆品要进入美国和欧盟市场，都必须符合美国联邦化妆品条例或欧盟委员会化妆品的相关指令。化妆品条例或指令的主要目的是在正常条件下使用时可确保消费者或使用者的健康。此培训授课对象主要针对从事化妆品制造或加工业的管理者或主管人员，为其提供有关GMPC 理论知识及实际工作中具体实施的培训课程，同时亦会介绍欧美有关化妆品条例的要求。学员参加此课程可：

- \* 初步了解GMPC 标准的要求
- \* 了解GMPC 标准的审核认证程序

**培训对象**

- \* 体系审核员及使用者
- \* 技术及质量经理
- \* 检验员
- \* 进口商/代理

**内容大纲**

- \* 质量体系
- \* 采购
- \* 生产
- \* 分包生产
- \* 质量管理
- \* 认证流程

**Objective**

GMPC - Good Manufacturing Practice of Cosmetic is a management system in relation to cosmetic industry, which addresses requirements of organization and implementation of elements influencing quality, including personnel, technology and management, etc. in order to eliminate and prevent quality defects. Cosmetic exported to US and Europe must comply with related standards and directives set by US and EU authorities to safeguard the health and safety of consumers when used under normal conditions. This course is targeted to managers and supervisors of cosmetic manufacturers, introducing GMPC knowledge and cosmetic laws and regulations of Europe and US and how to implement GMPC.

- \* Understanding the requirements of GMPC
- \* Understanding certification workflow of GMPC

**Who should attend**

- \* System auditors and users
- \* Technical & quality managers
- \* Inspectors
- \* Importers/agents

**Course coverage**

- \* Quality system
- \* Purchasing
- \* Manufacturing
- \* Subcontracted manufacturing
- \* Quality management
- \* Certification workflow

### 课程5

## BRC 全球标准之内审员培训—消费品 BRC Global Standard Internal Auditor Training —Consumer Product

### 培训目的

英国零售商协会(BRC-British Retail Consortium)是一个重要的国际性贸易协会，其成员包括大型的跨国连锁零售企业、百货商场、城镇店铺、网络卖场等各类零售商，涉及产品种类非常广泛。1998年，BRC应行业需要，发起并制定了BRC食品技术标准，用以对零售商自有品牌食品的制造商进行评估。之后，BRC于2002年10月公布了消费品标准第一版，2003年8月第一版出版，2006年10月第二版出版，每一个标准都在广泛的讨论基础上进行定期回顾和修正。该标准在英国乃至其它国家的广泛应用使其发展成为一个国际性标准，不但可用于评估零售商的供应商，还被众多公司作为基础准则，以此建立自己的供应商评估体系及品牌产品生产标准。

### 培训对象

体系审核员及使用者、技术及质量经理、行业咨询师、认证审核员、检验员、进口商/代理

### 内容大纲

- \* 标准的发展过程
- \* 产品风险管理
- \* 消费品管理体系
- \* 工厂环境标准
- \* 产品控制
- \* 流程控制
- \* 人员
- \* 评估协议
- \* 案例
- \* 审核方法和技巧

### Objective

The British Retail Consortium (BRC) is the leading trade association representing the whole range of retailers, from the large multiples and department stores through to independents, selling a wide selection of products through centre of town, out of town, rural and virtual stores. In 1998, the British Retail Consortium, responding to industry needs, developed and introduced the BRC Food Technical Standard to be used to evaluate companies supplying private label food products. Since its introduction BRC issued the first version of BRC Consumer Product Standard in October 2002, Issue 2 of the standard was published in August 2003. On each review and revision, the BRC has consulted extensively with wide range of stakeholders. It's popular in and out of the UK. As a result, it is evolved into a global standard used not just to assess retailer suppliers, but as a framework upon which many companies have based to setup their supplier assessment programs and manufacture of some private label products.

### Who should attend

System auditors and users, technical & quality managers, industry consultants, certification auditors, inspectors, importers/agents

### Course coverage

- \* Development of the standard
- \* Product risk management
- \* Consumer product management system
- \* Factory environment standard
- \* Product control
- \* Process control
- \* Personnel
- \* Evaluation protocol
- \* Case study
- \* Audit skill

## 课程6

BRC全球标准之第三方审核员培训—消费品  
BRC Global Standard Third Party Auditor Training  
—Consumer Products

## 培训目的

英国零售商协会(BRC British Retail Consortium)是一个重要的国际性贸易协会,其成员包括大型的跨国连锁零售企业、百货商场、城镇店铺、网络卖场等各类零售商,产品涉及种类非常广泛。随着BRC全球食品标准的成功,英国零售商协会应行业需要,于2003年制定了BRC全球消费品标准(BRC Global Standard Consumer Products),用以评估零售商自有品牌的消费品制造商。

在很短时间内,BRC消费品标准被众多行业的英国及全球制造商广泛采用,一直被视为优质、安全、合法消费品生产的最佳操作规范及准则,目前已推出第二版。它不但用于评估零售商的供应商,同时许多公司以其为基础建立起自己的供应商评估体系及品牌产品生产标准。

很多英国和欧洲的零售商要求自己的供应商实施2006年10月发布的BRC消费品标准,同时这套标准也被众多国际零售商接纳为尽职措施。

## 培训对象

认证机构的审核员、质量经理、咨询师

## 内容大纲

根据新版的BRC全球消费品标准(第2版)的要求,对学员进行第三方审核员培训。另外,课程还包括消费品行业内与审核相关的所有方面,主要内容包括:

- \* 标准概述
- \* BRC审核目的和对象
- \* BRC审核原则
- \* 审核技巧
- \* 如何编写审核报告
- \* 汇报审核结果
- \* 最后一天有两个半小时的考试

## 学习目的

- \* 深入了解BRC审核的要求,审核管理,以及如何编写专业的审核报告
- \* 考试合格后,学员可获得带有唯一编号的BRC第三方审核员证书

## Objective

The British Retail Consortium (BRC) is the leading trade association representing the whole range of retailers, from the large multiples and department stores through to independents, selling a wide selection of products through centre of town, out of town, rural and virtual stores.

In a short time, the BRC Global Standard-Consumer Products has been applied to extensively with range of stakeholders. This and its use outside the UK has seen it evolve into a Global Standard used not just to assess retailer suppliers, but as a framework upon which many companies have based to setup their supplier assessment programs and manufacture of some branded products.

The Standard issued in October 2006 is required by a number of retailers both in the UK and Europe and is acceptable to many international retailers as part of their due diligence.

## Who should attend

Certification body auditors, quality managers, consultants

## Course coverage

This course trains delegates in third party audit requirements, against the new BRC Global Standard Consumer Products (Issue 2). In addition, the course includes all relevant aspects of auditing within the consumer products sector. Tutors will focus on:

- \* Summary of the Standard
- \* BRC audit aims and objectives
- \* BRC audit principles
- \* Audit skills
- \* Audit report writing
- \* Reporting the audit
- \* 2.5 hour examination on final day

## What you will get

- \* Gain an in-depth and practical understanding of the BRC audit requirements, with particular reference to audit management and consistent report writing.
- \* On passing the examination, delegates will be issued with a BRC Third Party Auditor certificate, with a unique reference number.

### 课程7

## BRC全球标准之第三方审核员培训—食品安全（第五版） BRC Global Standard Third Party Auditor Training —Food Safety (Issue 5)

### 培训目的

英国零售商协会(BRC—British Retail Consortium)是一个重要的国际性贸易协会，其成员包括大型的跨国连锁零售企业、百货商场、城镇店铺、网络卖场等各类零售商，涉及产品种类非常广泛。

1998年，英国零售商协会应行业需要，发起并制定了BRC食品技术标准(BRC Food Technical Standard)，用以对零售商自有品牌食品的制造商进行评估。该标准发布后不久即引起食品行业其它组织的关注，目前已经成为本行业良好操作规范的样本。该标准在英国乃至其它国家的广泛应用使其发展成为一个国际性标准，不但可用于评估零售商的供应商，还被众多公司作为基础准则，以此建立自己的供应商评估体系及品牌产品生产标准。

目前，英国和北欧国家的大部分零售商只接受通过BRC认证的企业作为他们的供货商。

### 学习目标

- \* 深入了解BRC食品标准的要求
- \* 了解BRC食品标准的审核认证程序
- \* 根据标准要求，学习审核的技巧及报告的编写

### 培训对象

体系审核员及使用者、技术及质量经理、行业咨询师、认证审核员、检验员、进口商/代理

### 内容大纲

- \* BRC标准的发展过程
- \* BRC审核的观念
- \* 标准要求
- \* 审核技巧
- \* 审核的报告编写
- \* 案例分析
- \* BRC第三方审核员考试

### Objective

The British Retail Consortium (BRC) is the leading trade association representing the whole range of retailers, from the large multiples and department stores through to independents, selling a wide selection of products through centre of town, out of town, rural and virtual stores.

In 1998, the British Retail Consortium, responding to industry needs, developed and introduced the BRC Food Technical Standard to be used to evaluate companies supplying retailer branded food products.

In a short space of time, this Standard became invaluable to other organisations across the sector. It was and still is regarded as the benchmark for best practice in the food industry. This and its use outside the UK has seen it evolve into a global standard used not just to assess retailer suppliers, but as a framework upon which many companies have based to setup their supplier assessment programs and manufacture of some branded products. The majority of UK and Scandinavian retailers will only consider business with suppliers who have gained certification to the appropriate BRC Global Standard.

### Training purpose

- \* Gain an in-depth and practical understanding of requirements of BRC food standard
- \* Understand certification workflow of BRC food standard audit
- \* Learn the audit skills and how to prepare reports according to the Standard's requirements

### Who should attend

System auditors and users, technical & quality managers, sector consultants, certification auditors, inspectors, importers/ agents

### Course coverage

- \* The Standard's development
- \* BRC audit concept
- \* Requirements of the Standard
- \* Audit skills
- \* Preparation of audit report
- \* Case study
- \* BRC third party auditor examination

## 课程8

检验员培训  
Inspector Training

## 培训目的

中国乃至亚洲已经成为全世界最主要的制造业基地，除了认证、审核与测试，最常见的产品质量控制手段是产品检验，即我们常说的验货。

验货员培训课程有别于大学专业课程和进修课，它是集经验，专业知识和综合能力为一体的培训课程。随着对外贸易量的增加，它的重要性和专业性日益显现。

Intertek集数十年产品检验的经验及不断更新的知识汇总，通过课堂讲授和互动练习，讲解检验流程，检验技能及相关知识。该课程可以有效地培养学员在生活、工作中对产品质量的认知和判断能力，可应用于实际的工厂或贸易商的质量检验工作当中。

## 培训对象

质量检验员、采购人员、相关管理人员

## 内容大纲

## 抽样

- \* 抽样检查
- \* 允收概率与泊松分布表
- \* OC曲线
- \* ANSI/ASQ Z1.4 - 2003抽样检查标准
- \* 抽样计划之选择
- \* 抽样的方法—随机抽样

## 包装

- \* 瓦楞纸箱知识
- \* 运输包装的检查点
- \* 运输托盘知识
- \* 条形码知识
- \* 零售包装检查点

## 产品检验

- \* 设立检查点
- \* 疵点判断
- \* 一般检查技巧
- \* 现场管理

## Objective

China even Asia has become the most important manufacturing base in the world. Besides certification, audit and testing, the most commonly used tool for product quality control is product inspection.

Inspector training is different from college courses and advanced studies, which combines knowledge, experience and abilities. With growth of international trade, its importance becomes obvious.

With tens of years' experience in product inspection and continuously updated knowledge accumulation, Intertek is best placed to share our inspection skills and expertise with you through lectures and interactive exercise, helping the delegates gain quality awareness and assessment skills which are useful in quality inspection on factories or traders' facilities.

## Who should attend

Quality inspector, purchaser, manufacturer  
production management

## Course coverage

## Sampling

- \* Sampling inspection
- \* Acceptable probability and poisson distribution table
- \* Operation characteristic curve
- \* ANSI/ASQ Z1.4 2003 sampling standard
- \* How to select sampling plan
- \* Methodology of sampling-random sampling

## Packaging

- \* Corrugated carton knowledge
- \* Shipping packaging unit checking points
- \* Pallet knowledge
- \* Barcode knowledge
- \* Retail packaging unit checking points

## Product

- \* Checking points setup
- \* Defect classification and determination
- \* General inspection skill
- \* On-site management

## 课程9 玩具安全工程师系列培训

### 培训目的

今天，玩具产品安全问题为全球所瞩目，全球玩具买家与消费者将玩具是否安全作为购买的第一要素。因此，为了监管玩具的质量，各国建立了严格完备的玩具安全标准。

对于玩具行业的从业者，尤其是从事质量控制工作的人员而言，掌握不同国家的玩具安全标准以及相应的法规至关重要。如何在玩具产品设计阶段、制造过程中及时发现安全质量问题并消除？如何避免产品因不符合玩具进口国的法规而导致的召回？如何在工厂建立玩具产品管控体系以便有效控制玩具产品安全？

Intertek天祥集团作为全球知名的第三方认证检测机构，凭借在玩具测试及检验行业数十年的专业经验，可向您提供专业的培训与辅导，我们将实际操作与标准相结合，针对您的玩具样品和召回案例进行分析，帮助您或您公司培训合格的玩具安全工程师。

### 内容大纲

针对您对法规的不同层次的理解，我们特别安排了两种不同阶段的课程供您选择，详细信息如下：

#### 初级班：初级玩具安全工程师

(分为三个课程供您选择)：

培训对象：玩具实验室操作人员，质量控制人员，产品设计开发人员。

培训目的：通过本课程的学习，学员对玩具安全法规有全面的了解，可以应用于简单的实际操作中。

##### 课程一：美国玩具安全标准介绍物理篇

课程内容：

- \* 美国玩具标准ASTM F963—物理测试要求；
- \* 美国联邦法例16CFR 1500对玩具产品的要求；
- \* 案例及实践；
- \* 测试中疑难问题解答。

##### 课程二：欧洲玩具安全标准介绍物理及电动玩具篇

课程内容：

- \* 欧洲玩具标准EN 71-1&2介绍；
- \* 欧洲电动玩具标准EN 62115介绍；
- \* 案例及实践；
- \* 测试中疑难问题解答。

##### 课程三：欧洲美国玩具安全标准介绍化学篇

课程内容：

- \* 欧洲玩具标准EN 71-3&9介绍；

- \* 欧洲各国对玩具产品中邻苯二甲酸盐（phthalate）的要求；
- \* 欧洲其他化学法规对玩具产品的要求；
- \* 美国ASTM F963—07介绍；
- \* 美国CPSC 16 CFR PART 1303介绍；
- \* 美国CPSC关于儿童金属首饰铅含量要求；
- \* 美国CPSIA《2008消费品安全改进法》；
- \* 案例分析及测试中疑难问题解答。

#### 提高班：高级玩具安全工程师

培训对象：具有玩具测试基础的企业管理人员，QA，QC，实验室操作人员，产品设计开发负责人。

培训目的：通过本课程的学习，学员对玩具安全法规有深入的了解，特别是法规在产品中的应用。

课程内容：

- \* 美国玩具标准ASTM F963，欧洲玩具标准EN71(包括1, 2, 3 & 9) & EN62115，ISO 8124-1, 2在玩具产品设计中的应用；
- \* 布公仔，塑料公仔及电动玩具产品符合欧洲及美国安全法规的案例分析；
- \* 玩具产品潜在危害的风险评估及案例分享；
- \* 玩具验货中产品的检查点及现场测试；
- \* 玩具测试方法操作及玩具实验室实习。

## Lesson 9 Toy Safety Engineer Series Training

### Objective

Today, safety of toy products has become a highly concerned issue around the world, and buyers and consumers take safety as the priority factor when deciding to buy. Therefore, many countries have introduced strict and comprehensive toy safety standards to control toy quality.

It is important for practitioners of toy industry, especially the QC personnel, to be well informed with toy standards and regulations set by various countries. How to identify and eliminate safety and quality problems in toy product design and production? How to avoid recalls due to violation against the regulations of the importing countries? How to take control of toy safety by establishing effective monitoring system?

As the world leading third party testing and certification service provider, with tens of years experience in toy testing and inspection, Intertek has the expertise and facilities to deliver related trainings, helping you to become qualified toy testing and inspection engineers.

### Course coverage

We have designed courses in two levels for you to choose based on your previous knowledge on toy regulations accordingly:

#### **Elementary Course: Junior Toy Safety Engineer (Three Courses for Your Option)**

Target audience: Toy laboratory operators, QC, design and R&D.

Objective: Get overall understanding of toy testing regulations, and implement in simple operations.

#### **Course One: U.S. Toy Safety Standard Introduction — Physical**

Course Coverage:

- \* Physical requirements of American toys standard: ASTM F963;
- \* American federal regulation: 16CFR 1500;
- \* Case study and exercise;
- \* Case study on problems in testing.

#### **Course Two: European Toy Safety Standard Introduction — Physical and Electrical Toys**

Course Coverage:

- \* European toy standard: EN 71-1&2;
- \* Electrical toy standard: EN 62115;
- \* Case study and exercise;
- \* Case study on problems in testing.

#### **Course Three: Europe and U.S. Toy Safety Standard Introduction — Chemical**

Course Coverage:

- \* European toys standard: EN 71-3&9;

- \* Phthalate requirements for toys in the European market;
- \* Other chemical requirements for toys in the European market;
- \* American toys standard: ASTM F963-07;
- \* American toys standard: CPSC 16 CFR PART 1303;
- \* CPSC: Lead content requirements for juvenile jewelry products;
- \* US Consumer Product Safety Improvement Act (CPSIA);
- \* Case study and exercise.

#### **Advance Course: Senior Toy Safety Engineer**

Target audience:

Managers with basic knowledge of toy testing, QA, QC, laboratory operators, design and R&D.

Objective:

Get comprehensive understanding of toy testing regulations, and apply to product design.

Course Coverage:

- \* Implementation of the U.S. toy standard ASTM F963, Europe toy standard EN71 (including 1,2,3&9) & EN62115, ISO 8124-1, 2 in toy design;
- \* Case analysis of cloth dolls, plastic dolls and electric toys complying with Europe and U.S. Safety regulations;
- \* Potential risk assessment and case analysis;
- \* Check points and on-site testing in toy inspection;
- \* Toy testing method operation and toy laboratory practice.

Certificate: Delegates attending these courses will get training certificate issued by Intertek.



Intertek Knowledge Center / 培训手册

**2009**

# 标准/法规/项目服务系列

Standard/ Regulation/ Project Service Series

认知标准法规，降低经营风险

Getting better understanding of the standards and regulations to avoid business risks

课程10

# 企业社会责任认知培训 Corporate Social Responsibility Awareness Training

## 培训目的

中国已经连续13年成为世界上遭受反倾销调查和被实施反倾销措施次数最多的国家。在很多成功名企看来，企业社会责任并非简单的商业姿态，而是在市场经济发展到一定阶段时企业的内在需求和动力。企业社会责任与可持续发展是相辅相成的关系，中国企业要做大做强，没有履行自己的社会责任，社会也不对企业提供各种条件，这显然难以实现。近一段时间，被视做一项新技术壁垒的企业社会责任（CSR）审核倍受关注，因为越来越多的企业收到来自买家的验厂要求，审核不通过就无法获得定单。通过本次认知培训，您能更准确地理解社会责任审核及行业/文化相关的内容，通过自我提升，获得市场和客户的认可。

## 培训对象

企业社会责任相关人员（如H&S负责人、人力资源管理者、工厂管理人员），具有企业社会责任方面的基础知识且对企业社会责任感兴趣的人员

## 内容大纲

- \* 审核流程
- \* 通用行为准则
- \* 国家相关法律法规
- \* 案例分析

## Objective

China is the country which has suffered most anti-dumping investigations and sanctions in the world for 13 consecutive years. But in the eyes of many successful and famous companies, CSR is not a simple business phenomenon, but an inner demand and motive for a company when market economy develops to a certain stage. Corporate social responsibility and sustainable development supplement each other. It is impossible for the Chinese companies to grow bigger and stronger if they don't take their social responsibilities or without the various supports they receive from the society. Considered as a new technical barrier, Corporate Social Responsibility (CSR) audit becomes increasingly hot, because more and more companies are requested by buyers to receive factory audits to secure orders. Through the awareness training, you will have better understanding of social responsibility audit and the related industrial and culture requirements, which helps you to achieve self improvement and obtain recognition by the market and the customers.

## Who should attend

CSR personnel (e.g. H&S, HR and factory management), any person who has basic knowledge of CSR and interested in CSR

## Course coverage

- \* Audit process
- \* Universal code of conduct
- \* National laws and regulations
- \* Case study

## 课程11

SA8000标准认知培训  
SA8000 Awareness Training

## 培训目的

在当今市场，消费者日益关注自己所购商品的生产环境，对这方面信息的获取渠道也越来越广，因此要求品牌持有者和零售商对商品的价值及整个生产供应链的道德水准负起责任。1996年，由SAI (Social Accountability International) 规划制定的SA8000社会道德责任标准可以帮助企业将社会责任整合到企业规章及生产经营当中，同时也为第三方对企业设施的认证提供了客观依据。实施SA8000标准可以大大降低监督成本，改善供应链管理的同时赢得公众的信赖，提升企业的形象及声誉，从而获得市场优势。SA8000:2001版社会责任管理体系标准一直沿用到2008年五月，由SAI修改的SA8000:2008版新标准已于2008年5月发布，并在2001版标准的基础上增加了新的要求。

## 培训对象

所有对SA8000感兴趣的人员

## 内容大纲

- \* 认证程序
- \* 认证须知
- \* 优点

## Objective

In today's marketplace, consumers are increasingly interested and informed regarding the labour conditions under which the products they buy were produced. They are holding brands and retailers responsible for upholding declared values and ethical practices throughout the production supply chain.

The SAI (Social Accountability International) began an effort in 1996 to develop SA8000, which is now used to provide companies with a system to integrate social accountability into all of their policies and practices. Additionally it provides a basis for objective, third party certification of a company's production facilities. Implementation of SA8000 will greatly reduce monitoring cost, improve supply chain management, at the same time win public trust, improve corporate image and gain competitive edge.

The SAI revised SA8000:2008 edition standard has been added with new requirements based on the 2001 edition and published in May 2008, when the SA8000: 2001 social responsibility management system standard expired.

## Who should attend

Any people interested in SA8000.

## Course coverage

- \* Certification process
- \* What you should know for certification
- \* Benefits

### 课程12

## GSV全球供应链安全验证认知培训 GSV Compliance Training

### 培训目的

全球供应链安全验证(GSV)课程内容丰富,形式灵活,基于美国海关C-TPAT外国制造商安全标准要求,结合了Intertek GSV验证方法和制造商的实际操作,易学好懂,适合所有对Intertek GSV感兴趣的学员。通过本课程的学习,使学员了解制造商在制定安全标准中所涉及到的理论要求和共性问题,注重概念建立、意识引导和宏观讲解,帮助学员更加深入地理解Intertek GSV安全审核及行业相关的内容。

C-TPAT计划是由美国政府和商界在2001年开始共同实施的一项货物安全计划,旨在协助美国海关边境保护局与国际供应链上的进口商、货运商、集装商、代理和厂商等加强合作,参加的机构需确保其生产、装运、仓储等环节安全措施稳定有效,并保证供应链中的其它商业伙伴包括海外工厂和运输商也遵守相应安全标准。参加C-TPAT计划的主要好处在哪里?

- \* 优先检查
- \* 减少货物被海关边境保护局检查的次数,在美国港口清关时较少出现延误,快速通关
- \* 为成员配备一名C-TPAT供应链安全专家以提供认证服务,帮助提高企业供应链安全水平

### 培训对象

体系审核员及使用者、技术及质量经理、检验员、进口商/代理商、以及所有对C-TPAT感兴趣的人员

### 内容大纲

- \* 什么是C-TPAT
- \* C-TPAT安全标准概论
- \* 常见问题以及最佳做法
- \* GSV的优点

### Objective

Based on the U.S. customs C-TPAT safety requirements for foreign manufacturers, the GSV (Global Security Verification) course offers rich knowledge in flexible teaching form to combine Intertek GSV verification methods and manufacturers' good practices. The course is easy to understand and suitable for any people interested in Intertek GSV program. Through this course, participants will learn the principles and common problems which manufacturers meet in developing their safety standards. By concept establishment, awareness guidance and macroscopic theory explanation, it will help the participants have in-dept understanding of Intertek GSV security audit and other related industry issue.

C-TPAT is a cargo safety program jointly initiated by the American government and the industry beginning from 2001, which aims at bringing the U.S. Border and Customs Protection Bureau and importers, carriers, consolidators, agents and manufacturers together to improve safety of the importing products.

Benefits of joining in C-TPAT:

- \* Priority in inspection
- \* Reduce the number of inspections by the U.S. Border and Customs Protection Bureau, and reduce delays in customs clearance
- \* Assign a C-TPAT supply chain safety expert to provide certification service, thus helping companies to improve their supply chain safety

### Who should attend

System auditors and users, technical and quality managers, inspectors, importer / agent, other persons who are interested in C-TPAT

### Course coverage

- \* What is C-TPAT
- \* C-TPAT Security Criteria Overview
- \* Common Finding and Best Practices
- \* The Benefits of Intertek GSV Program

## 课程13 环境意识培训 Environmental Awareness Training

### 培训目的

随着中国环境法律法规的逐渐完善以及消费者对环境保护的越发重视，越来越多的买家开始关注供应链上的环境风险，越来越多的品牌商计划开始实施环境审核，以保证其利益。参加本次培训，您可以：

- \* 了解国内环境法律法规发展趋向
- \* 优化内部环境管理
- \* 减少供应链审核中出现环保方面的不符合事项
- \* 从环境保护方面减少成本，增加企业竞争力

### 培训对象

企业管理负责人、企业环境管理负责人、进口商/代理商、对环境保护管理感兴趣的人员

### 内容大纲

- \* 背景介绍
- \* 涉及环境保护的主要关注点
  - 环境管理体系
  - 员工意识培训
  - 建设项目环境影响评价
  - 污染防治
  - 有毒有害物质控制
  - 可持续发展
  - 碳排放
- \* 国家相关法律法规
- \* 审核流程
- \* 案例分析

### Objective

Following the perfection and consummation of China environmental protection regulations and consumers' recognition of the importance of environmental protection, there are an increasing number of buyers starting to pay attention to the environmental risks in their supply chain. More brand owners plan to implement environmental audit to ensure that their benefits will not be affected due to environmental concerns. By attending this course, you will:

- \* Learn about the development trend of China's environmental regulations
- \* Optimize internal environmental management
- \* Minimum noncompliance through environmental audit
- \* Reduce the cost through environmental protection and improve market competitiveness.

### Who should attend

Factory management, factory environmental management, importer / agent, people who interested in environmental protection

### Course coverage

- \* Background
- \* Various concerns in environmental field
  - Environmental management system
  - Employee awareness training
  - Environment impact assessment
  - Environmental pollutants control and prevention
  - Hazardous substance control
  - Sustainable development
  - Carbon emission
- \* National environmental regulation
- \* Audit flow
- \* Case study

课程14

## 当今流行企业社会责任审核认知培训 Modern Corporate Social Responsibility Audit Program Awareness Training

### 培训目的

在经济全球化的洪流中，社会责任越来越成为贸易往来中人们首要考虑的因素。工厂中恶劣的工作条件越来越为人所不能忍受，这个问题不但是供货商，而且已经成为零售商面临的巨大挑战。零售商和供货商现在必须明白，如何才能在维持低成本的基础上，在制造业的道德要求和产品的高质量之间找到平衡点。

WRAP环球可信社会责任生产，BSCI 倡议商界遵守社会责任组织基础，SEDEX 供应商道德数据交换，SA8000 社会道德责任标准，EICC 电子行业行为准则以及 ICTI 国际玩具工业理事会是目前在全球认可度相对较高的企业社会责任审核标准和程序。本课程将会对上述六项程序进行逐一的介绍，其中包括各自的审核标准和特点，这六项程序的不同点以及不同点的比较以及这六项程序被全球客户的认可程度。参加本课程可以使您对上述六项标准和程序有一个更深层的认识，帮助您选择最适合自己企业的审核程序。

### 培训对象

工厂管理者、代理商及进口商、对企业社会责任感兴趣的人员

### 培训内容

- \* WRAP 认证程序及其 12 个原则
- \* BSCI 审核程序及其组织行为守则
- \* SMETA 审核程序以及 ETI 基本法规
- \* SA8000 认证程序及其标准
- \* EICC 审核程序及其行业行为准则
- \* ICTI 认证程序以及以及 ICTI 审核要求

### Objective

In the trend of economic globalization, social responsibility has become one of the top priorities for trade as decreasing tolerance with regard to poor working conditions in production facilities representing a huge challenge for retailers as well as for suppliers. Retailers and suppliers must now balance the needs of manufacturing ethically and high quality products at low prices.

Worldwide Responsible Accredited Production (WRAP), Business Social Compliance Initiative (BSCI), Supplier Ethical Data Exchange (Sedex), SA8000, Electronic Industry Code of Conduct (EICC) and International Council of Toy Industry (ICTI) are the most well recognized social compliance audit programs nowadays. This course will introduce the mentioned six programs separately such as the audit procedures and standards, and compare the mentioned six programs and summarize the similarities and differences. Attending this course will give you an in-depth understanding of the six mentioned programs and guide you to find the best program which suits your corporation.

### Who Should Attend

Factory management, agents and importers, personnel who is interested in social compliance field

### Course Coverage

- \* WRAP Certification procedure and WRAP 12 principles
- \* BSCI audit process and BSCI Code of Conduct
- \* SMETA audit process and ETI Base Code
- \* SA8000 Certification procedure and SA8000 Standard
- \* EICC audit process and EICC Code of Conduct
- \* ICTI Certification procedure and ICTI Standard

**课程15 欧盟REACH法规要求及出口欧盟产品企业应对方案培训****培训目的**

欧盟《关于化学品注册、评估、许可和限制法规》（REACH法规）于2007年6月1日实施，此法规的预注册也已于2008年6月1日全面开始。未能符合REACH法规的产品将不能在欧盟市场上进行销售。

预注册之后企业需要做什么？企业错过了预注册有什么解决办法？

欧盟已经在2008年10月28日正式公布第一个SVHC清单，怎样才能符合条款7.2（通报）及条款33（告知消费者存在的SVHC）的要求？如何更有效的应对REACH对企业带来的影响？

为了帮助产品出口欧盟企业（如：玩具、纺织品、电子产品厂家及其供应商、出口商、贸易商）深入解读REACH法规要求，掌握应对该法规的具体措施，Intertek资深REACH法规研究专家特开发了此课程。

**培训对象**

玩具、纺织品、电子产品的生产厂家、出口商、贸易商的QA人员、技术人员，采购人员。

**培训内容**

## \* REACH法规要求

REACH的基本概念和定义  
 预注册后需要做什么  
 错过预注册该怎么办  
 REACH对物品的要求  
 化学品的评估、许可和限制

## \* REACH中物品的应对方案

物品的通报（条款7.2）  
 告知消费者存在的SVHC（条款33）  
 如何获得化学品信息  
 收集信息遇到的困难和解决方案

## \* 讨论与问答

出口欧盟企业的应对策略  
 REACH更新  
 案例分析和实例说明  
 问答环节



Lesson 15

# The EU REACH Requirements and Solutions for Companies Exporting to the EU

## Objective

The EU REACH (Registration, Evaluation and Authorisation of Chemicals) has taken total effect from June 1, 2007, and the pre-registration also began from June 1, 2008. Products fail to comply with REACH requirements are prohibited to sell in the EU market.

What you need to do after pre-registration? What to do if you miss the pre-registration?

The EU officially published the first SVHC list in Oct 28, 2008. How to meet the requirements of Article 7.2 (Notification) and Article 33 (Notify the consumers of the existing SVHC)? How to deal with the REACH impact?

Intertek REACH expert created this course to help the companies (manufacturers, suppliers, exporters and traders of toys, textiles and electronics) exporting to the EU to have better understanding of REACH requirements, and take effect measures to comply with the regulation.

## Who Should Attend

QA, technicians and merchandisers from manufacturers, exporters and traders of toy / textile and electronic products

## Course Coverage

- \* REACH requirements
  - REACH concepts and definitions
  - What you need to do after the pre-registration
  - What to do if you miss the pre-registration
  - REACH requirements for articles
  - Evaluation, authorisation and restriction of chemicals
- \* Solutions for REACH articles
  - Notification of articles (Article 7.2)
  - Notify consumers of the existing SVHC (Article 33)
  - How to acquire chemicals information
  - Difficulties in collecting information and the solution
- \* Discussion and Q&A
  - Solutions for companies exporting to the EU
  - REACH update
  - Case study
  - Q&A



## 课程16 婴儿产品测试培训 Juvenile Products Testing Training

### 培训目的

我国现阶段已成为整个世界婴幼儿产品最大的生产基地。为了避免婴幼儿在使用这类产品时受到意外的伤害，世界各国都制定了相关的强制性标准。同时，针对日益丰富的婴幼儿产品，各个地区的标准法规也在不断地更新完善。如何在生产设计初期就有针对性地去满足各国婴幼儿产品的法律法规，避免由于生产和设计中的缺陷而导致产品回收的损失，是本课程将要重点阐述的内容之一。

本课程将根据欧盟、美国、澳大利亚、加拿大等不同国家地区的标准，有针对性的对包括婴儿手推车、婴儿床、高脚椅、学步车、婴儿摇篮、尿片架、围栏、摇椅、秋千和防护门等各类婴儿产品进行讲解，融合和提炼了各国30多份标准和法规的要求，可帮助您更清晰准确的对产品安全性能进行合理评估，从而使产品通过测试，顺利进入国际市场。

### 培训对象

婴儿产品的生产厂家、出口商、贸易商的QA人员、产品工程开发人员、品质管理人员以及项目负责人员、采购人员。

### 内容大纲

- \* 了解包括婴儿手推车、婴儿床、高脚椅、学步车、婴儿摇篮、尿片架、围栏、摇椅、秋千和防护门等婴幼儿产品的EN、ASTM、AS/NSZ、CANADA标准的基本要求及德国GS、美国JPMA认证对产品的相关要求
- \* 了解各类婴幼儿产品在设计和使用中的基本要求
- \* 掌握缺陷评判的技巧
- \* 了解婴儿产品的最新标准规范
- \* 了解各国婴幼儿产品的法规的差异
- \* 美国CPSC回收产品案例分析
- \* 其他案例分析

### Objective

China is now the biggest manufacture base of juvenile products in the world. To avoid injuries to the infants and small children in using these products, many countries have made obligatory standards on quality and safety of juvenile products, and kept on updating from time to time. This course will focus on how to meet various national and international regulations on juvenile products from product concept and design stages, and avoid losses caused by product recall due to defects in design and production. At the same time, the course will give comprehensive explanation on the main contents of 30 standards and regulations published by various countries on carriage, toddler bed, high chair, walker, cradle, napkin board, gate enclosures, rocking chair and swing, etc, helping you to make practical assessment on the product safety, and make your products pass the testing and enter into international market successfully.

### Who should attend

QA, QC, technicians and merchandisers from manufacturers, exporters and traders of juvenile products

### Course coverage

- \* The basic requirements of EN, ASTM, AS/NSZ, CANADA standards on juvenile products including carriage, toddler bed, high chair, walker, cradle, napkin board, gate enclosures, rocking chair and swing etc, and the related requirements on these products by the German GS and the US JPMA certifications;
- \* The basic requirements on design and using of various juvenile products;
- \* The skills of defects assessment;
- \* The latest standards and regulations on juvenile products;
- \* The differences among various juvenile product regulations by different countries;
- \* Analysis of the recall cases initiated by the US CPSC
- \* Other case study

### 课程17 家具检验与检测项目培训

#### 培训目的

中国是世界家具的生产基地，每年有近五六百亿美元的产量，但目前中国家具70%是在本土消化，而西班牙和意大利生产的家具80%都是出口的。如何打开通往国际家具市场的大门，争取更大的市场份额？良好的产品质量必不可少，而检验是保障产品质量，规避风险的重要手段。

本课程是根据欧美家具的测试和检验标准以及买家的要求，专门为家具企业产品设计人员和品管人员而设计的提升产品品质的培训课程。课程融合众多欧美家具标准（例如：BS EN581、BS EN1022、DD ENV12520等），提炼出针对家具在安全性、稳定性、耐用性等方面的要求，帮助家具设计人员在产品的设计阶段就能够全面的考虑产品需要满足的要求，帮助品管人员对产品质量做出合理评估，使家具产品能够顺利通过测试，进入市场。

Intertek作为世界最大消费品测试、检验和认证机构之一，希望以下课程能够使参与者：

- \* 了解主要出口家具的种类及基本生产过程
- \* 从基本测试方法和生产过程进一步掌握现场检验技术
- \* 掌握缺陷判定的技巧
- \* 了解各类桌、椅、储藏用家具在使用当中的安全要求
- \* 了解各类家具的稳定性要求
- \* 了解各类家具的机械强度要求
- \* 了解各类家具的耐久性要求
- \* 了解家具的其他性能要求

#### 培训对象

家具的生产厂家、出口商、贸易商的QA人员、技术人员、采购人员

#### 内容大纲

- \* 出口家具的介绍
- \* 代表性家具制造过程介绍
- \* 家具验货检查点
- \* 常见家具的缺陷与判定
- \* 各类桌、椅、储藏用家具在使用当中的安全要求
- \* 各类家具的稳定性要求
- \* 各类家具的机械强度要求
- \* 各类家具的耐久性要求
- \* 针对家具的其他性能要求
- \* 实例分析



## Lesson 17 Furniture Inspection and Testing Training

### Objective

China is the largest manufacturing base of furniture in the world by producing 50-60 billion US dollars worth products each year. But nearly 70% of the products are for domestic sales in China, whereas in Spain and Italy, 80% of their furniture products are for export. How to open the gate to the international market and earn a bigger market share? Good quality is a key factor, and inspection will help you to ensure product quality and avoid risks.

The course is specially designed for the designers and quality control personnel in furniture manufacturers according to the European and US furniture testing standards and requirements of the buyers, covering various European and US furniture standards (such as BS EN581, BS EN1022 and DD ENV12520 etc.) and emphasizing on their requirements on furniture safety, stability and durability. The course will help furniture designers take all the related requirements into consideration in the stage of product conception, and help quality make rational assessment of the product quality and make the products passing the testing and entering into international market successfully.

Intertek, as a leading provider of testing, inspection and certification services, is best placed to delivery this course on furniture inspection and help the participants acquire knowledge about:

- \* Main categories and the basic manufacturing process of furniture
- \* Manage testing skills by basic testing methods and production process
- \* Manage the skills of defect determination
- \* Safety requirements for all kinds of tables, chairs and storing furniture
- \* Stability requirements for furniture
- \* Mechanical strength requirements for furniture
- \* Durability requirements for furniture
- \* Other performance requirements for furniture

### Who should attend

QA staff, technicians, merchandiser from manufacture, exporters and traders of furniture products

### Course coverage

- \* Introduction to exported furniture
- \* Manufacturing process of typical furniture
- \* Furniture inspection checkpoints
- \* Furniture defect and determination
- \* Using safety requirements for all kinds of tables, chairs and storing furniture
- \* Stability requirements for furniture
- \* Mechanical strength requirements for furniture
- \* Durability requirements for furniture
- \* Other performance requirements for furniture
- \* Case study



## 课程18

## 电子电气环保标准培训

## Training on the Electrical and Electronic Equipment Environment Standards

### 培训目的

2006年7月1日，欧盟第2002/95/EC号“关于在电子电气设备中特定有害物质禁用指令”正式实施。日本、美国、中国、韩国相继出台类似法令。国际社会开始全面关注电子电气设备的绿色环保问题。

在此之前，欧盟已出台多项有害物质禁用指令，包括邻苯二甲酸盐(Phthalate)，多环芳香烃化合物(PAHs)，全氟辛烷磺酸(PFOS)及全氟辛酸(PFOA)，挥发性有机化合物(VOCs)等。美国、加拿大、日本紧随其后。同时，国际电子电气企业如DELL，APPLE等不断加强针对卤素(F, Cl, Br, I)，四溴双酚A(TBBPA)等物质的管控要求。

全球范围内引发的绿色环保概念给我国电子电气行业带来严峻考验，国际社会针对电子电气产品有哪些法规？您的产品物料中可能含有哪些高危物质？如何有针对性地全面管控您的生产及设计环节？如何保证您的产品顺利出口？本课程将与您一起探讨并解答这些问题。

### 培训对象

电子电气产品生产厂商、出口商、贸易商的品质主管、技术主管等相关负责人

### 内容大纲

- \* 全球电子电气产品有害物质法规及国际大厂无卤规范
  - 欧盟RoHS及其他有害物质指令
  - 美国加州法案SB20/SB50、加州65提案及美国各州有害物质法案
  - 中国RoHS
  - 日本JIS C 0950和日本联合产业指南JIG-101
  - 韩国RoHS
  - 加拿大有害物质法规
  - 挪威PoHS
  - 由绿色环保组织引发的国际大厂无卤规范趋势
- \* 电子电器检测常见有害物质解析（危害性及举例说明其高风险物质）
  - RoHS六项（Pb, Hg, Cr(VI), Cd, PBBs, PBDEs）
  - Phthalate            ➢ PFOS & PFOA            ➢ PAHs
  - TBBPA & BPPA        ➢ Halogen                    ➢ VOCs
- \* 问答及讨论

### Objective

Following the execution of the EU Directive 2002/95/EC "the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment" since July 1, 2006, Japan, U.S., China and South Korea have introduced similar regulations. The international community imposes increasing concerns on the environmental issues of electrical and electronic equipment.

Before this, the EU has published several directives on the prohibition of hazardous substances including Phthalate, PAHs, PFOS, PFOA and VOCs, etc. followed by the U.S., Canada and Japan. At the same time, multinationals in electrical and electronic industry like DELL and APPLE have taken stricter control on substances such as F, Cl, Br, I and TBBPA.

The green campaign around the world brings severe challenge for China's electrical and electronic industry. What are the international regulatory standards for electrical and electronic products? What high risk substances your product materials may contain? How to execute overall control on your production and design process? How to ensure the smooth export of your products?

### Who should attend

Quality and technical managers of manufacturers, exporters and traders of electrical and electronic equipment

### Course coverage

- \* National and international regulations on hazardous substances in electrical and electronic products and non-halogen criteria of international giants
  - EU RoHS and other directives on hazardous substances
  - U.S. California Act SB20/SB50, California Proposal 65 and other hazardous substances acts of the U.S.
  - China RoHS
  - Japan JIS C 0950 and Japan Joint Industry Guide JIG-101
  - South Korea RoHS
  - Canada hazardous substances regulations
  - Norway PoHS
  - Trend of the international giants non-halogen criteria initiated by green organizations
- \* Analyze of the hazardous substances commonly found in electrical and electronic equipment testing (harms and high risk substances)
  - Six RoHS substances (Pb, Hg, Cr(VI), Cd, PBBs, PBDEs)
  - Phthalate            ➢ PFOS & PFOA            ➢ PAHs
  - TBBPA & BPPA        ➢ Halogen                    ➢ VOCs
- \* Q&A and discussion

# 课程19 布匹检验项目培训 On-site Fabric Inspection Training

## 培训目的

成品的质量很大程度取决于原料的优劣。在成衣制造中，布料检验的重要性不言而喻。本课程目的在于使学员

- \* 了解布匹检验流程
- \* 掌握4分制与10分制的运用
- \* 熟悉重要布匹检验点和常见布匹疵点

## 培训对象

生产厂家及其QC人员、出口商、贸易商的QA人员、检验员、进口商/代理

## 培训大纲

- \* 布匹织造及种类简介
- \* 4分制与10分制
- \* 布匹现场检验检查项目
- \* 布匹常见疵点图示



## Objective

The quality of raw materials is a key factor in determining the quality of finished products. In garment manufacturing, fabric inspection is very important and it should be paid high attention.

- The purpose of this course is to help the participants:
- \* Understand inspection procedure of fabric;
  - \* Be familiar with 4-point and 10-point system;
  - \* Be familiar with the important checking points of fabric inspection and common defects of fabric.

## Who should attend

Quality controller of manufacturer, QA of exporter or trader, inspector, importer/agent

## Course coverage

- \* The general introduction of fabric weaving processes and various types of woven & knitted fabric
- \* 4-point system and 10-point system
- \* The checking points of on-site fabric inspection
- \* Illustrate the different fabric defects



### 课程20

# 工厂质量审核中的电器产品制造和检验要求培训 Quality Audit Check Points for Production and Inspection of Electrical Products

## 培训目的

随着中国出口贸易量的增加，欧美零售商及其代理也不断对其供应商的产品质量、设备能力、生产工艺及检验和按时交货提出新的要求。我们将简要介绍电器工厂的各种生产流程和检验控制要点，方便电器产品的采购商、工厂审核人员及工厂内审人员更清楚的了解这些要求，有助于采购商进行工厂评估并选择优质的供应商以避免商业上的损失，亦有助于中国企业与欧美零售企业在品质控制上的有效沟通。

本课程介绍电器产品制造和检验过程中的审核要点，使得审核员更加有经验的进行判断并完成审核工作。

## 培训对象

代表客户验厂人员、工厂品质内审员、品质主管、电器产品采购人员、质量控制人员

## 内容大纲

- \* 客户工厂审核目的
- \* 客户工厂审核的范围
- \* 质量审核中的方式方法
- \* 审核中的审核依据
- \* 品质部门审核要点
- \* 仓库管理审核要点
- \* 注塑工序审核要点
- \* 五金工序审核要点
- \* 喷粉/喷油工序审核要点
- \* SMT工序审核要点
- \* 品质控制工具介绍
- \* 审核中的不符合项的判定

## Objective

With growth of China's export, the European and U.S. retailers and their agents have raised new requirements on product quality, production capability, workmanship, inspection and on time delivery etc. During this course, we will introduce some audit check points in different production process in electrical and electronic manufactories so that E&E product purchasers, factory auditors and internal quality auditors will have better understanding of these requirements. It helps buyers in factory assessment and selecting qualified suppliers to avoid business risks, and also enhance effective communication in quality control between Chinese companies and the European and U.S. retailers.

The course focuses on the key checkpoints of E&E product and process inspection, and helps auditors to acquire more knowledge and skills to better perform audit work.

## Who should attend

Factory quality auditor, factory internal auditor, quality assurance manager, purchaser of E&E product, quality control engineer

## Course coverage

- \* Purpose of client's factory audit
- \* Scope of client's factory audit
- \* Skills and methods of quality audit
- \* Audit criteria and requirements
- \* The audit check points of quality assurance department
- \* The audit check points of warehouse management
- \* The audit check points in plastic injection process
- \* The audit check points in hardware process
- \* The audit check points in powder painting/oil painting
- \* The audit check points in SMT process
- \* Introduction of quality control tools
- \* Non-conformity in the factory quality audit

**课程21****供应商质量体系审核中的要求解析培训**  
Requirement Analysis for Supplier Quality System Audit**培训目的**

随着中国出口消费品不断增加，欧美零售企业也不断对其供应商的质量管理体系提出新的要求。清楚地了解这些要求，有助于中国企业建设卓越的质量管理体系，亦有助于中国企业与欧美零售企业进行有效地沟通。

本课程介绍欧美主流零售企业对供应商质量管理体系的常规要求，同时结合企业实际情况，加深学员对常规要求的理解。

**培训对象**

品质主管、质量体系维护人员、质量体系内部审核员、客户经理（需有质量体系概念）

**内容大纲**

- \* 质量体系审核的特点
  - 共通性
  - 特殊性
- \* 审核要求
  - 基本条款
  - 评分方法
  - 关键控制点
- \* 常见“不符合”解析
  - 产品风险管理
  - 意外质量事故管理
  - 产品召回
  - 工厂卫生管理
  - 产品品质安全
  - 异物控制—金属工具
  - 异物控制—玻璃
  - 持续改进要求
- \* 相关管理工具简介
  - HACCP概念
  - 常用统计手法简介
- \* 课程问题和总结

**Objective**

China's consumer product export keeps increasing, and the U.S. and European retailers keep introducing new requirements on their suppliers' quality management system. To have clear understanding of these requirements will help Chinese factories to establish better quality management system, and also enhance effective communication between Chinese factories and international retailers.

This course will introduce the general quality system requirements from the main U.S. and European retailers, and case studies will be used to address the practical situation and give you deeper understanding of the general requirements.

**Who should attend**

QA manager, quality system maintenance staff, quality system internal auditor, account manager (with knowledge of quality management system).

**Course coverage**

- \* The characteristics of quality system audit
  - Common points
  - Specialities
- \* Audit requirement briefing
  - Audit clauses presentation
  - Scoring criteria
  - Key control points
- \* Frequent non-conformities
  - Product risk management
  - Quality accident management
  - Product recall
  - House keeping and hygiene
  - Product quality and safety
  - Foreign body control—metal tools
  - Foreign body control—glass
  - Continuous improvement
- \* Relevant management tools
  - The concept of HACCP
  - Commonly used statistics methods
- \* Review and Q&A

课程22

生态皮革技术培训  
Ecology Leather Technical Training

培训目的

随着经济的发展及人们生活水平的提高, 作为与人们日常生活息息相关的皮革的安全性、健康性及环保性越来越引起人们的重视。人们不仅要穿出美丽, 穿出时尚, 更要穿出健康。通过对皮革加工过程的分析, 学员能了解如何解决生态皮革所面临的挑战。

培训对象

制革企业工程师及实验室测试人员

内容大纲

- \* 皮革加工工艺介绍
- \* 什么是生态皮革
- \* 所面临的问题有哪些以及如何解决

Objective

With development of the economy and improvement of living standard, people pay more attention to the safety, healthiness and enviornmental friendliness of leather products which are closed related to our daily life. People want to dress beautifully and stylish, but healthy as well. Through explaining the procedure of leather processing, this course provides guidance tor the eco-leather industry to meet these challenges.

Who should attend

The engineer of leather factory and lab technicians

Course coverage

- \* Instruction of leather making
- \* What is the ecology leather
- \* The problems we facing and how to deal with



## 课程23

常规色牢度测试标准培训  
Color Fastness Testing Training

## 培训目的

色牢度测试是评价纺织品、服装质量的重要指标之一，它主要包括两个方面：颜色变化和沾色变化。对于一种色牢度的测试，有些测试是要评定颜色变化和沾色，有些测试则只评定其中的一个变化。

在目前我们所做的三十多个色牢度的测试中，最常做的是耐日晒牢度、耐水洗牢度、耐汗渍牢度、耐水牢度、耐干洗牢度和摩擦牢度。这些色牢度的测试在不同的国家和地区有不同的标准，如美国的AATCC、ATMS标准，加拿大的CAN标准，欧洲的ISO标准，英国的BS标准，德国的DIN标准，日本的JIS标准以及我国的国标。目前大部分的BS、DIN标准几乎等同于ISO标准，因此，我们主要介绍AATCC和ISO标准中以上我们提到的常做的测试，同时也会简单介绍一下GB标准。

## 培训对象

实验室技术人员

## 内容大纲

- \* 纺织品及相关产品色牢度之基本要求
- \* 纺织品色牢度测试标准介绍
- \* 纺织品色牢度测试方法讲解
- \* 纺织品色牢度测试方法示范
- \* 问题解答

## Objective

Color fastness is one of the most important index for evaluating the quality of textiles and garments, which includes color change and color staining. Currently, among over 30 colour fastness tests we usually do, fastness to light, washing, perspiration, water, dryclean and rubbing. There are different standards for these tests in different countries such as AATCC ATMS in U.S., CAN in Canada, ISO in Europe, BS in U.K., DIN in Germany, JIS in Japan and China domestic standards. At present, parts of BS and DIN standard nearly the same as ISO standard. As a result, we mainly introduce AATCC and ISO standards, also give a brief introduction about the GB standard.

## Who should attend

Lab technician

## Course coverage

- \* Basic requirements for colour fastness of textiles
- \* Introduction to colour fastness standards of textiles
- \* Test methods of textile colour fastness
- \* Demonstration of colour fastness tests
- \* Q&A



### 课程24

## 纺织品pH值和甲醛测试标准培训 Determination of pH Value and Formaldehyde

### 培训目的

一般情况下，人体皮肤的pH值在5.5~7.0之间不等（略呈酸性），皮肤的酸性环境可以抑制某些致病菌的生长繁殖，具有保护皮肤免遭感染的作用。纺织品pH值过高或过低不仅会对皮肤产生刺激，还可能使皮肤受到病菌的感染。

甲醛是织物在整理中应用了整理助剂而携入的一种化学物质，服装在树脂整理的过程中都要涉及甲醛的使用。含有甲醛的纺织品，在人们穿着和使用过程中，会逐渐释出游离甲醛，通过人体呼吸道及皮肤接触引发呼吸道炎症和皮肤炎症，还会对眼睛产生刺激。甲醛能引发过敏，还可诱发癌症。厂家使用含甲醛的染色助剂，特别是一些生产厂为降低成本，使用甲醛含量极高的廉价助剂，对人体十分有害。

本课程通过对比形式，分别讲解纺织品pH值和甲醛含量在AATCC、ISO、JIS及GB方法的测试的原理、使用的仪器、样品准备、测试步骤以及结果表达等。通过本课程的学习，学员能基本掌握如何运用这几个标准方法进行测试。

### 培训对象

实验室技术人员

### 内容大纲

- \* 测试的原理
- \* 使用的仪器
- \* 样品准备
- \* 测试步骤
- \* 结果表达
- \* 甲醛标准曲线的绘制和校正

### Objective

Generally, the pH value of human skin is 5.5~7.0 (weak acid). The acid environment can restrain the growth of some pathogens so that to protect skin from infection. If the textile product has a pH value too high or too low, it can irritate the skin and even cause infection.

Formaldehyde is a chemical brought in by finishing agent in the process of fiber finishing, which usually involves use of formaldehyde. Textiles containing formaldehyde release free formaldehyde during people wearing and using, and cause respiratory, skin and eye inflammation through inhaling and contact, allergy and even cancer. Some manufacturers use dyeing agent containing high content of formaldehyde to reduce cost, but it is very harmful to human health.

The course will address the testing methods of determining pH value and formaldehyde content according to AATCC, ISO, JIS and GB, as well as use of instrument, sample preparation, testing procedure and result expression etc. The participants will know how to carry out tests by using the above mentioned standard methods.

### Who should attend

Lab technician

### Course coverage

- \* Testing principle
- \* Equipment used in testing
- \* Sample preparation
- \* Testing procedure
- \* Result expression
- \* Drawing and calibration of formaldehyde standard curve

## 课程25

## 如何成功获取安全鞋CE证书培训

### How to Get Safety Footwear CE Certificate

#### 培训目的

CE认证是欧盟成员组织对产品质量的一种合格认证，是根据欧盟的产品技术标准和有关条例，对被认证的产品进行全项目的型式检验和对申请CE认证者提供的技术文件进行审查，看是否符合EN标准和欧盟相关条例的一种活动。申请CE认证可以是制造商、代理商或经销商。获得CE认证的制造商、代理商或经销商的产品允许贴有CE标志并可以在欧盟成员18个国家内销售。因此，安全鞋要进入欧洲市场，首先必须取得CE认证。本次课程为学员提供一个学习申请CE认证流程的机会，帮助需要申请CE认证的企业在较短的时间内取得证书。

#### 培训对象

安全鞋厂管理人员、QC、QA、采购

#### 内容大纲

- \* 安全鞋CE认证申请流程
- \* 如何选择测试项目
- \* 如何填写申请表（Technical File）
- \* 指导如何在技术方面达到CE要求
- \* 成功获得证书

#### Objective

CE is a quality certification mark for consumer products sold in Europe, which is based on the technical standards of Europe and its policies. To acquire the CE certificate, the products must be fully tested, inspected, and meet all the EN standards. The producer passing the CE certification has the right to label CE symbol to their products, and the products will be permitted to be marketed in the 18 European countries. Safety shoes exporting to the Europe must receive CE certification. This course will tell you how to apply for CE certification, and help you to get CE certificate in a short time.

#### Who should attend

Management, QA, QC, purchaser

#### Course coverage

- \* How to apply for CE certificate
- \* How to choose the test items
- \* How to fill in the technical file
- \* How to meet CE technical requirements
- \* How to obtain CE certificate



课程26

实验室技术员培训鞋类常规测试方法  
Footwear Lab Technician Training

培训目的

鞋类实验室技术员培训是为了提升鞋类产品和材料检测人员的技能水平和其所在的实验室检测能力水平而专门设计的一门课程。本课程将深入介绍鞋类实验室技术人员对鞋类检测试验数据的处理和分析，重点介绍常见鞋类产品和材料的检测方法以及实验室技术人员在鞋类产品检测中需要注意的事项等。

本课程内容丰富，结合各种鞋类培训材料和鞋类检测事例进行讲解，有利于鞋类实验室技术员掌握标准的测试方法和正确的思维观，提高其鞋类测试的技能水平等。

培训对象

实验室管理人员、实验室检测技术人员、其他对鞋类检测技术感兴趣的人员

内容大纲

- \* 鞋类实验室技术人员的基本素质要求
- \* 鞋类检测试验数据的处理和分析
- \* 常见鞋类产品和材料的检测方法
- \* 在检测中需要注意的事项



Objective

The course is specially designed for improving the knowledge and skills of footwear and material testing staff and the testing ability of footwear laboratory. It gives an in-depth explanation about processing and analysis of footwear testing data, and emphasizes on the common methods used in footwear and material testing, and also some important issues lab technicians should pay attention to in footwear testing.

Who should attend

Lab management personnel, lab technician and any people interested in footwear testing.

Course coverage

- \* Basic qualifications of footwear lab technicians
- \* Processing and analysis of footwear testing data
- \* Testing methods for normal footwear and materials
- \* Important issues in testing



# 课程27 安全鞋常见项目的测试与分析培训 Failed Items Analysis in Safety Footwear Testing

## 培训目的

安全鞋进入欧洲市场必须取得CE证书，而符合欧洲测试标准EN20345的过程是CE证书申请中的一个重要的环节，这个过程也是符合40多个测试项目要求的过程，完成这个环节一般需要半个月左右，但如果遇到失败的测试项，会延长获得CE证书的时间，甚至延误交货期。本课程主要针对EN20345标准中常见不合格的项目，对其测试方法和失败原因进行探讨。

## 培训对象

实验室技术人员

## 内容大纲

- \* 胶着力测试与分析
- \* 鞋头盖冲击与压缩测试和分析
- \* 防滑测试与分析
- \* 静电测试和分析
- \* 鞋底曲折测试与分析
- \* 自带测试问题分析



## Objective

The CE Certificate is obligatory for safety footwear to enter the European Market. To get the CE Certificate, the safety footwear must fulfill more than 40 test items according to the EU testing standard EN20345, which needs nearly 15 days to finish all the tests. When some tests failed, it will take more time to get the CE Certificate, even delay delivery of the goods. This course will focus on analyzing the reasons of the frequent failed tests.

## Who should attend

Lab Technician

## Course coverage

- \* Bonding test
- \* Impact & compression test
- \* Slip resistance test
- \* Anti-static test
- \* Flexing test
- \* The tests you bring us



### 课程28

## 民用鞋案例分析培训

## Failure Type Analysis for Normal Shoes

### 培训目的

Intertek作为欧美众多买家指定的第三方实验室，一直致力于为客户提供快捷准确的服务，并给客户id提供行之有效的问题解决方案，本课程主要针对常见的几个容易失败的鞋类测试项目，讲解其测试原理、方法、失败类型及解决方法。通过本课程的学习，参加培训人员能掌握上述测试原则及相应的改善措施。

### 培训对象

工厂品质控制人员, 实验室技术员

### 内容大纲

- \* 测试方法简介
  - 胶着力的两种不同做法(取试片、整鞋拉脱)及相关标准(BS5131 5.4/AM11/ISO17708/FIA1206)
  - 鞋跟拉脱(BS EN12785/TM113)
  - 车缝强度(BS5131 5.13/TM180)
  - 条带、扣子及相关附着物的拉脱(BS5131 5.11/TM181)
- \* 失败原因分析：分析以上常见项目的失败类型及原因
- \* 改进方法：针对失败类型及原因提出相应的改进方法

### Objective

Intertek as a third party lab acknowledged by many European and U.S. buyers, always tries to provide fast and precise services and effective solutions to the customers. The course addresses the common failed items in footwear testing, explain testing principle, method, failed types and solutions. Through this training, the participants will learn the above mentioned test principles and the best ways to improve.

### Who should attend

Quality control staff, lab technician

### Course coverage

- \* Testing method summary
  - Sole bond testing (take specimen, whole shoe pull test) and test method (BS 5131 5.4/AM11/ISO 17708/FIA1206)
  - Heel attachment strength (BS EN12785/TM113)
  - Seam strength (BS5131 5.13/TM180)
  - Strap, buckle and related attachment strength (BS5131 5.11/TM181)
- \* Failure reason analysis: analyze the failure types and reasons of the above test method
- \* Improvement: apply the improving method for above failure types

## 课程29 羽毛羽绒测试培训 Down and Feathers Testing

### 培训目的

我国是生产鹅、鸭毛绒大国，年产毛绒12万吨左右（其中纯绒约两万吨），生产量占世界总量的70%，出口量占世界总量的50%。

我国加入世界贸易组织以来，国际贸易形势发生很大变化，来自国外的贸易壁垒接踵而来，尤其涉及到环保、安全等方面的壁垒更多。羽绒由于是动物源产品，涉及到环保、安全等问题，不断受到来自欧美国家的挑战。

世界上主要的羽绒标准如IDFB标准（方法）、日本的JIS标准、欧洲EN标准和我国《羽毛羽绒》、《羽毛羽绒检验方法》标准等在检验方法等方面均很接近，无论是手工的成分分析方法还是理化检验方法，此次培训内容广泛实用，形式多样。内容包括含绒量、鹅\鸭毛绒的种类鉴定、耗氧量检验、蓬松度测定、透明度、残脂率测定等各项测试的方法及要求，帮助各贸易公司及企业提高应对国外贸易技术壁垒的能力，使企业更好地按出口国的标准组织生产加工。

### 培训对象

制造商、中间商、买家的相关人员

### 内容大纲

- \* 简介羽毛羽绒的不同种类及定义
- \* 测试方法简介：主要针对IDFB、GB、BS几企种标准讲解含绒量、鹅\鸭毛绒的种类鉴定、耗氧量检验、蓬松度测定、透明度、残脂率测定等各项测试的方法和仪器。
- \* 产品要求解说：对于不同出口国和不同测试标准之间的要求进行系列性对比，解说各项测试要求的相同点和不同点。

### Objective

Since China entered WTO, the world trade situation has changed a lot. There are more and more trade barriers imposed by other countries, especially in eco-environment, safety and so on. Since feathers come from animals, problems of environment and safety are involved, therefore always face challenge from the US and European countries.

Main down standards such as IDFB, JIS of Japan, EN of the Europe are close to the Chinese standards in testing methods, "Testing Methods of Down and Feathers" in terms of no matter handwork components analysis or physical testing methods.

This course covers extensive and practical contents. You will learn the testing methods and requirements of down content, identification of goose and duck downs, oxygen consumption, fluffiness, transparency and fat residual etc, helps traders and manufacturers to enhance their capabilities in dealing with trade barriers, and produce and process according to the exporting country's standards.

### Who should attend

Technicians of manufacturers, agents and buyers

### Course coverage

- \* Types and definitions of different downs and feathers
- \* Testing method: The course will focus on the testing methods of down content, identification of goose and duck downs, oxygen consumption, fluffiness, transparency and fat residual, and also the requirements on equipment by IDFB, GB and BS standards.
- \* Product requirements: Systemic comparison among the requirements of different countries and testing standards, as well as the differences and similarities between various testing requirements.

### 课程30

## 如何理解和标注出口欧美服装产品的成分标签和洗护标签 Labeling Requirements of Textiles and Apparels to US and EU: Fibre Labeling and Care Labeling

### 培训目的

一个简单的标签，如“95%棉5%氨纶”或“只可干洗”在欧美都有不同的标注要求，这些标签的标注法、规范标语、符号及相关的测试项目在欧美等地大部分都有相关的法例所监管。

### 培训对象

服装生产管理人员、实验室技术人员、服装QC、QA、跟单、采购及其相关技术人员。

### 内容大纲

- \* 成分标签：
  - 欧美对成分标签的法规概述
  - 常用纺织物料在成衣类制品中的标注要求：  
例如：什么时候可以用spandex, elastane, viscose, tencel 或 lyocell等。
- \* 洗护标签：
  - 欧美对洗护标签的法规要求。
  - 重点分析不当的洗护标签所导致的问题。
  - 如何为阁下的成衣制品选择合理的洗护标签。
- \* 提问&回答



### Objective

Have you ever think of the labeling requirements in EU and US, which could have significant difference even for such simple label as 95% cotton 5% spandex or Dryclean only? The difference covers from the scope, wordings, symbols, format to acceptance level etc. If you want to have a comprehensive understanding on the labeling requirements in EU and US for textiles and apparels, this training is of the right one for you.

### Who should attend

Management, lab technician, QC, QA, merchandisers and other related persons

### Course coverage

- \* Fibre labeling:
  - Overview of the fibre labeling regulation for textile apparel in US and EU.
  - Labeling requirement for textile apparel: when could use spandex, elastane, viscose, tencel or lyocel
- \* Care labeling:
  - Overview of the care labeling regulation for textile apparel in US and EU.
  - Case analysis on incorrect care labeling.
  - Factors for consideration in designing an appropriate care label for your clothing
- \* Q&A



**课程31****欧美最新生态纺织品法规****Latest Eco Regulations in US and EU for Textiles****培训目的**

绿色纺织的概念近年在欧美等地大为流行，消费者不再只注重产品的质地和样式，同时也开始关注纺织品对人类健康以及对环境的影响。与此同时，欧美等地对进口服装上的化学物监管的法规也在逐步完善中，您对这些法规的了解有多少呢？

**培训对象**

纺织及服装业工厂管理人员、技术人员、QC以及生态纺织品采购人员等。

**内容大纲**

- \* 背景知识：生态纺织品是纺织行业今后发展的必然趋势
- \* 法规介绍：包括欧盟及各成员国，美国，日本等
- \* 生态纺织品中有害物质介绍（包括源头，危害及测试方法）
- \* 相关的测试项目、程序及结果分析

**Objective**

The concept of 'Green Textiles' has been becoming popular in EU and US in recent years. Customers of today place much of their concerns on the extent to which the residual chemicals on clothing is Eco friendly to human and the environment. Thus EU and US government bodies have been trying their every effort in enacting regulations to control harmful substances in imported clothing. Are you aware whether your clothings are able to comply with the lots of eco regulations reinforced in US and EU? This training provides you the thorough understanding of the existing Eco regulations in EU and US such as scope of application and acceptance limit etc.

**Who should attend**

Textile and apparel factory management, technicians, QC, merchandisers etc.

**Course coverage**

- \* Background knowledge—eco textile is an inevitable trend in future development of textile industry
- \* Eco regulations overview—EU, US, Japan, etc.
- \* Introduction of harmful substance—source and the associated hazards
- \* Test procedures, results interpretation and acceptance limit

### 课程32

## 服装纺织品最新防火法规、测试程序、结果分析、合格指标及标签全解析

Latest Flammability Regulations for Textiles and Apparels: Regulations Overview, Test Procedures, Acceptance Level and Labeling Requirement

### 培训目的

美国的CPSIA虽然已在08年8月14日生效，但是业界仍对在这法案中所提到要验证的成衣防火法规有很多疑问，一般性服装或儿童服装到底要符合什么法规？尿布、背包、领带或围裙类别的产品又需要达到什么法规要求？

此外，欧洲及澳洲等地也有很多法规监管进口的成人及儿童服装，如UK Nightwear (Safety) Regulations, 欧洲儿童晚服防火标准EN14878及澳洲儿童晚服防火标准AS1249等。

本课程旨在令您对欧美及澳洲等地的成衣防火条例有更深入的认识。

### 培训对象

制造商、中间商、买家及其它对该课题感兴趣的人士

### 内容大纲

- \* 出口欧美及澳洲的一般成衣、儿童晚服及睡衣的法规概述
- \* 相关的法规要求及测试方法
- \* 测试结果的理解及标签方法



### Objective

Consumer Product Safety Improvement Act (CPSIA) in the US came into effect on August 14, 2008 while people are still puzzled about the mandatory flammability regulations for adult and children's softgoods such as textile apparel, diapers, backpacks, aprons, ties, etc. The fact is other big importing countries like Europe and Australia also reinforce a lot of complicated flammability regulations on clothing such as UK Nightwear (Safety) Regulations, Burning Behaviour of Children's Nightwear EN14878, Australia Children's Nightclothes AS1249 etc. In view of your growing concerns on all these critical regulations, this training aims on providing you the latest information in all flammability regulations for clothing enacted in EU, AS and US.

### Who should attend

Manufacturer, supplier, buyer, quality specialist and product developer

### Content of Course

- \* An overview of the latest flammability regulations for normal textile apparel, children's nightwear & sleepwear to US, EU, and Australia markets
- \* Mandatory requirements and standards for testing of normal textile apparel, children's nightwear & sleepwear
- \* Test results interpretation and labeling requirement

**课程33****家用纺织品最新防火法规、测试程序、结果分析、合格指标及标签全解析****Latest Flammability Regulations in U.S. and EU for Home Textiles: Regulations Overview, Test Procedures, Acceptance Level and Labeling Requirement****培训目的**

据研究显示，绝大部分的家居火灾都是因烟头所引起，一根烟加上易燃的家居用品往往都是重大灾害的源头。您究竟对贵公司正在生产的产品（如沙发、垫子、地毯、床上用品等）的防火性能了解多少？此外，欧美等国对这些产品的监管法规详情又是怎样？

**培训对象**

制造商、中间商、买家及其它对该课题感兴趣的人士

**内容大纲**

- \* 出口欧美的家用纺织品的法规概述
- \* 相关的法规要求、测试方法及测试结果的理解
- \* 标签方法

**Objective**

Researches have indicated that most of the residential fire accidents resulted from smoking material-ignited fires. Ignited cigarette on flammable upholstery could have caused huge disaster. Are you aware whether your products (e.g. sofas, cushions, carpets, bedding items, etc.) are safe to use? Or, are you aware you need to comply with a lot of home textile flammability regulations in US and EU before selling your products in these countries?

**Who should attend**

Manufacturer, supplier, buyer and others who are interested in this topic

**Course Coverage**

- \* An overview of flammability regulations in EU and US for home textiles
- \* Test procedures, acceptance level and test results interpretation
- \* Labeling requirement



### 课程34

## 重点介绍出口欧美的成衣测试—如何选择合理的测试组合 General Textile Testing for Exporting to US and EU—The Way to Choose the Appropriate Test Items for Your Products

### 培训目的

随着社会的进步，服装业的竞争日益激烈，要在这复杂多变的市场中立于不败之地，产品质量是关键。而人们对纺织品的要求也越来越高，不仅要展示出多姿多彩的外观，还对环保、健康、安全等指标提出了严格的要求。那怎样才能把好质量关，占领广阔的市场？Intertek 实验室通过多年的测试经验，结合强制性标准和可选择测试，针对产品特色为客户选择合理的测试组合。

### 培训对象

实验室技术人员、管理人员、跟单人员、QC

### 培训内容

- \* 纺织及成衣类别测试、强制性测试及可选择测试
- \* 测试程序
- \* 结果分析
- \* 合格指标
- \* 如何为你的产品选择合适的测试项目

### Objective

Product quality has long been regarded as one of the key factors in keeping a company in the cutting edge. Nowadays, customers focus on not only the style of a garment but also its impact on human health and ecological aspect. How do you know whether your products are able to meet the relevant standards? and how to choose the right testing items for your product? This training aims at helping you to understand the most common textile testing standards on clothing, test procedures and acceptance level, and the key to choose the right testing items for your clothing.

### Who should attend

Lab technician, management, merchandisers, QC

### Course Coverage

- \* Distinction tests, mandatory tests and optional tests for clothing
- \* Test procedures
- \* Result interpretation
- \* Acceptance level
- \* The key to choose the correct testing items for clothing



## 欧美国家对儿童服装的最新法规：绳带/纽扣/拉链/珠片等规格以及相关的化学物安全指标

### 课程35

## Safety Aspects of Children's Clothing Exporting to EU and US: Size about String / Button / Zipper / Beads Piece and Safety Index about Related Chemical Articles

### 培训目的

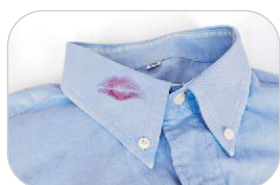
近几年出口欧美的儿童服装频频出现安全质量问题，如甲醛、含铅量超标以及因绳带和纽扣造成的召回事件也不少。再加上CPSIA、GCC和一些欧洲的新政策法规等的出台，更加剧了欧美儿童服装市场的严酷性。那么到底出口欧美的儿童服装要注意哪些安全问题，怎样才能最大限度的避免类似的情况重复的发生？这就是本课程要解决的问题。

### 培训对象

生产厂家厂长及经理、服装设计师、服装公司采购、QC、QA及其相关技术人员

### 内容大纲

- \* 欧美对儿童服装安全性的法规要求，如：绳索、纽扣、拉链等配件，以及有毒化学物质的安全指标。
- \* 重点分析儿童服装的潜在危险。
- \* 如何从设计和生产方面尽可能把潜在的危险减到最低。
- \* 问答环节



### Objective

Following the ever increasing recalls in EU and US on children's clothing with excessive formaldehyde, lead and inappropriate drawstring or small parts, these countries have been enacting a lot of safety regulations for children's clothing, covering from physical and mechanical safety to the usage of harmful substances.

Consumer Product Safety Improvement Act (CPSIA) 2008 in US effective on 14 Aug, 2008 is one of the examples. This training aims at providing you the information on the latest regulations for children's clothing enacted in EU and US; and the ways to minimize the potential risks in children's clothing.

### Who should attend

Manufacturers, designers, merchandisers, quality specialist

### Course coverage

- \* Overview of the safety regulations for children's clothing in EU and US, drawstring, small parts, harmful substances etc.
- \* Analysis of the potential hazards in children's clothing
- \* Ways to minimize the potential hazards in children's clothing; from design to manufacturing.
- \* Q&A

### 课程36 供应商质量审核手法

#### 培训目的

随着产品生产“横向一体化”的发展，逐渐的，一个产品的生产也被分开交给不同的供应厂商负责，借此发挥每个厂家在各自领域的强项，优势互补，降低成本，形成一个由零件供应商，制造商，分销商组成的供应链。

作为链上的一环，你可能需要评估你的供应商的生产质量控制水平。而同时作为制造商的你，也要被你的买家评估，这是客户选择供应商、工厂赢得客户和订单的先决条件。您是否考虑到以下问题：

- \* 如何评估选择供应商？
- \* 如何评估我自己的工厂？
- \* 我的客户要评估我什么？
- \* 工厂评估实际操作时问什么、看什么、要什么？

Intertek为多家知名国际买家提供工厂质量评估服务多年，积累了丰富的经验，在工厂评估技术方面可以为企业提供相关的课程，从而提升企业的供应商管理控制水平，进而达到供应商与制造商的双赢。

#### 培训对象

负责供应商质量管理与审核的人员、需要进行工厂质量审核的人员

#### 内容大纲

- \* 质量体系及其在审核中的应用
- \* 审核方向及审核问卷
- \* 工艺审核中的技术准备
- \* 产品审核中的质量控制点
- \* 生产中的人、机、物、法、环境
- \* 首次及末次会议的内容
- \* 文件审核的步骤
- \* 流程审核的步骤
- \* 审核技巧一望、闻、问、切的运用
- \* 不符合项的判定及书写
- \* 案例模拟



## Lesson 36 Supplier Quality Audit Skills

### Objective

With the trends of horizontally integrated production, the manufacturing of a product has been gradually divided and delegated to different suppliers, which can take the most advantage of each factory's strength in their own fields, cutting cost, and forming a chain including component supplier, manufacture and distributor.

As a part in the chain, you may need to assess the production quality control level of your supplier, while at the same time, as a manufacturer, you have to receive assessment from your buyers, which is a precondition for the clients to select supplier, and factories to secure clients and orders. In this process, you may face the following questions:

- \* How to evaluate and select my supplier?
- \* How to evaluate my own factory?
- \* What will my client assess me?
- \* What will be asked, inspected and required in on-site factory evaluation?

Intertek has years' experience in providing factory quality audit for many famous international buyers. We could provide audit skill trainings on factory evaluation to help companies improving supplier management and facilitate win-win relationship between supplier and manufacturer.

### Who should attend

Personnel who is responsible for the downstream supplier quality audit or supplier selection.  
Personnel who need to conduct factory quality audit.

### Course coverage

- \* Quality system and its application
- \* Audit aspects and audit questionnaire
- \* Technical skill of process assessment
- \* Quality control points of product assessment
- \* Human, machine, material, method and environment of production
- \* Open meeting and close meeting
- \* Document assessment
- \* Process assessment
- \* Audit skills
- \* Nonconformity
- \* Case study





Intertek Knowledge Center / 培训手册

2009

# 实验室管理系列

Laboratory Management Series

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掌控技术管理，树立领军风范  
building the leadership with  
technical management

## 培训目的

由国际标准化组织(ISO)和国际电工委员会(IEC)联合发布的ISO/IEC 17025: 2005《检测和校准实验室能力的通用要求》是中国合格评定国家认可委员会(CNAS)、英国认可处(UKAS)、香港认可处(HKAS)等国际认可机构在对实验室进行现场评审(含初次、扩项、监督和复评审)时所依据的准则。实验室应该如何做才能满足ISO/IEC 17025准则的要求从而保证测试结果准确可靠并顺利通过外部机构的认可?

内部审核作为实验室的一种重要管理手段,是实验室质量管理体系正常运行和自我改进的需要,实施内部审核可以及时发现质量管理中的问题,从而使质量管理体系持续保持其有效性,并能不断改进;实验室只有建立一支高素质的内审员队伍,做到纠正措施和预防措施落实到位,才能从根本上实现实验室质量管理体系的持续改进。

Intertek特别安排参与过多次CNAS、UKAS、HKAS评审的、有丰富理论和实践经验的专家设计了ISO/IEC 17025和实验室内部审核培训课程,此课程可以帮助学员正确理解ISO/IEC 17025准则,并按照准则的要求建立实验室质量管理体系,从而顺利通过外部机构的认可。并且此课程结合实验室质量体系运行中的大量实例,帮助学员掌握如何有效地实施内审,从而使实验室达到正常运行和自我改进的目的。

## 培训对象

实验室质量负责人、实验室测试及管理人员、实验室内审人员

## 内容大纲

- \* 为什么实验室要建立质量管理体系
- \* 为什么实验室要通过实验室认可
- \* 国际通用的实验室质量管理体系标准
- \* ISO/IEC 17025的发展和背景
- \* ISO/IEC 17025: 2005 4.1-4.15管理要求
- \* ISO/IEC 17025: 2005 5.1-5.10技术要求
- \* 如何建立实验室质量管理体系
- \* 如何编写质量管理体系文件
- \* 中国合格评定国家认可委员会(CNAS)最新政策及认可流程
- \* 实验室审核的类型
- \* 内部审核的目的、时机、频次及依据
- \* ISO/IEC 17025: 2005对内部审核的要求
- \* 审核方法及审核技巧
- \* 审核程序

## Lesson 37

## ISO/IEC 17025 Introduction and How to Establish Lab Quality Management System &amp; Internal Auditor Training

## Objective

ISO/IEC 17025: 2005 General Requirements for the Competence of Testing and Calibration Laboratories which was jointly published by International Standardization Organization (ISO) and International Electrotechnical Commission (IEC) is the criteria used by international accredited organizations such as CNAS, UKAS, HKAS and so on to perform on-site assessment on laboratories (including preliminary, extended items, supervising and re-assessment). What a laboratory should do to comply with the requirements of ISO/IEC 17025 criteria, ensure the preciseness and reliability of the testing results and receive accreditation by external organizations?

As an important tool for laboratory management, internal audit is essential for the sound operation and self-improvement of a laboratory quality management system by defining problems in time. Establishing a qualified team of internal auditors will ensure the implementation of preventive and corrective measures and maintain continuous improvement of the laboratory quality management system.

This course is designed by experts with rich experiences in CNAS, UKAS and HKAS assessments, helps delegates to correctly understand ISO/IEC 17025 criteria and establish laboratory quality management system according to the standard's requirements and finally receive the accreditation by external organizations. With plenty of cases, the course helps delegates master internal audit skills for achieving sound operation and self-improvement of the laboratories.

## Who should attend

Lab QC and QA, lab testing and management staff, lab internal auditors

## Course coverage

- \* Why does a laboratory need to establish quality management system
- \* Why does a laboratory need to get a laboratory accreditation
- \* International standard laboratory quality management system
- \* The development and background of ISO/IEC 17025
- \* ISO/IEC 17025: 2005 4.1-4.15 management requirements
- \* ISO/IEC 17025: 2005 5.1-5.10 technical requirements
- \* How to establish a laboratory quality management system
- \* Document writing of quality management system
- \* CNAS Accreditation process and policy update
- \* The type of laboratory audit
- \* The objective, opportunity, frequency and bases of an internal audit
- \* ISO/IEC 17025: 2005 internal audit requirements
- \* Audit methods and skills
- \* Audit program

### 课程38

## 实验室检测数据的控制及测量结果的质量保证培训 Data Control and Assuring the Quality of Test Results in Laboratory

### 培训目的

检测的目的是得到测量结果并保证其准确可靠。ISO/IEC 17025: 2005对检测数据的生成过程规定了监控环节，对测量结果要求实施质量保证。为此，Intertek特别安排实验室资深专家设计了检测数据的控制和质量保证培训课程，通过大量实例分析，帮助学员在较短的时间内掌握检测数据的监控方法，学会组织内、外部对比测试并对其结果进行统计分析判断，掌握实验室的日常质量控制方法，从而确保测量结果的准确可靠。

### 培训对象

实验室质量负责人、实验室测试及管理人员，实验室内审人员

### 内容大纲

- \* 检测数据的控制及在符合性评价中的应用、数据控制对符合性评价的影响、符合性评价规则、CNAS推荐的符合性评价规则
- \* ISO/IEC 17025: 2005对测量结果的质量保证要求
- \* 如何组织实验室内、外部对比测试，并对所有结果进行统计分析判断（T检验，F检验、柯奇拉（Cochran）法检验、稳健Z比分值计算及判断）
- \* 实验室的日常质量控制（空白样、QC样、Spike(添加)、平行样、新旧标准溶液的对比、新购试剂的检验、控制图的绘制及应用）
- \* CNAS对实验室参加能力验证计划的要求
- \* 如何理解一份能力验证报告或对比测试报告并进行跟进

### Objective

The purpose of testing is to obtain precise and reliable results. For this purpose, ISO/IEC 17025: 2005 requires that the process of getting testing data should be monitored and proper quality assurance procedure should be implemented. This course is especially designed by Intertek veteran lab expert. Through extensive case studies, it helps QC/QA personnel learn how to monitor testing data, organize external and internal comparison testing and make statistical analysis and judgment for the results to ensure the preciseness and reliability of testing results.

### Who should attend

Lab QA/QC, lab testing and management staff, lab internal auditors

### Course coverage

- \* Data control and its application and influence in conformity evaluation, conformity evaluation rules and conformity evaluation rules recommended by CNAS
- \* ISO/IEC 17025: 2005 requirements for assuring the quality of the testing results
- \* How to organize an inter-laboratory comparison, and make statistical analysis and judgement for all results
- \* Daily quality control in laboratory
- \* CNAS requirements for a laboratory participating proficiency-test programs
- \* How to understand an inter-laboratory comparison or proficiency-test report and take follow-up action

## 课程39

测量不确定度培训  
Measuring Uncertainty Training

## 培训目的

测量是科学技术、国内外贸易以及日常生活各个领域不可缺少的一项工作，测量的目的是获取测量结果。在测量过程中，由于测量用的仪器和工具的限制、测量方法的不完善、分析操作和测量环境的变化、测量人员本身的技术水平或经验的影响，被测量的真值不可能通过测量得到，而借助测量不确定度可以了解到被测量之值在什么范围内。

Intertek特别安排有丰富经验的专家设计了测量不确定度培训课程，此课程可以帮助学员在较短的时间内掌握如何评估测量不确定度，如何采取有效措施使实验室的测量不确定度满足测量要求及认可机构的要求，从而使实验室出具的测量结果准确、有效、科学、公正。

## 培训对象

实验室质量负责人、实验室测试及管理人员、实验室内审人员

## 内容大纲

- \* 测量不确定度的定义、产生原因、重要性、适用范围
- \* 对测量不确定度的有关要求
- \* 不确定度基本术语及其概念
- \* 标准不确定度的A类、B类评定
- \* 合成标准不确定度的评定
- \* 扩展不确定度的评定
- \* 测量不确定度的报告与表示
- \* 测量不确定度的典型应用实例讲解

## Objective

Measurement is an important activity in technology, business and daily life. The purpose of measuring is to obtain precise result. In the process of measuring, due to limitation of instrument and tools, faulty measuring method, change of practice and the environment, or the measuring staff lacking proper skills and experience, the true value is always impossible to achieve. However, by applying measurement uncertainty, we can learn the arrange of the value. To meet these challenges, Intertek experts with rich experiences designed this course on measuring uncertainty to help participants get knowledge on how to evaluate measuring uncertainty, and how to take proper procedure to meet measuring uncertainty requirements set by accredited organizations and produce precise, effective, scientific and justice measuring results.

## Who should attend

Lab QA/QC, lab testing and management staff, lab internal auditors

## Course coverage

- \* Definitions, identification of reason, essentiality and application scope of measuring uncertainty
- \* Requirements for measuring uncertainty
- \* Basic terms and concepts of uncertainty
- \* Type A and Type B evaluation of standard uncertainty
- \* Evaluation of combined standard uncertainty
- \* Evaluation of expanded uncertainty
- \* Reports and express of measuring uncertainty
- \* Classical cases explanation for measuring uncertainty

### 课程40

## 玩具实验室常用仪器的校准与保养培训

## Equipment Calibration and Management in Toys Laboratory

### 培训目的

仪器具备良好的使用及校准状态并达到量值溯源性是确保最终测量结果准确可靠的重要因素。根据ISO/IEC 17025:2005的要求，仪器需要经过定期校准并能溯源至SI单位，有些仪器还要在两次外校之间进行期间核查。

Intertek特别安排了有丰富经验的专家设计了本课程，本课程可以帮助学员在较短的时间内掌握仪器校准和量值溯源基本原理，正确设定仪器的校准周期，建立正确的校准体系，掌握玩具测试中常用仪器的校准方法，清楚了解EN71和ASTM F963对玩具测试常用仪器的相同和不同要求，从而使实验室的仪器校准与保养计划更加合理有效，不仅能保证测量结果准确可靠，还可降低资源浪费，延长仪器使用寿命。

### 培训对象

实验室质量负责人、实验室主管及测试人员、实验室仪器校准及管理人员

### 内容大纲

- \* 仪器校准和量值溯源基本原理
- \* ISO/IEC 17025: 2005对仪器校准和量值溯源的基本要求
- \* CNAS和HOKLAS对仪器校准和量值溯源的补充要求
- \* 如何建立仪器的校准和保养体系
- \* 如何设定仪器校准和保养的周期
- \* 玩具测试中常用仪器的校准周期和校准方法以及现场操练
- \* EN71和ASTM F963对玩具测试常用仪器的相同和不同要求对比

### Objective

Proper using and calibration of equipment and meeting the measurement traceability are key factors ensuring precise and reliability of measuring results. According to ISO/IEC 17025:2005, instruments need periodic calibration and traceable to SI unit, and some instruments also need verification between two outside calibrations.

Intertek veteran expert designs this course introducing the basic principle of instrument calibration and traceability, correct setting of calibration cycle, how to establish a calibration system, and the instrument calibration method often used in toy testing. The participants will learn the similarities and differences between the EN71 and ASTM F963 requirements on commonly used toy testing instruments, so that the lab can maintain an effective system of instrument calibration and maintenance. These will ensure the preciseness of measuring result, save resources and prolong the using life of instrument.

### Who should attend

Lab QA/QC, lab testing and management staff, lab internal auditors

### Course coverage

- \* Basic principles of equipments calibration and measurement traceability
- \* ISO/IEC 17025: 2005 general requirements for equipments calibration and measurement traceability
- \* CNAS & HOKLAS supplemental requirements for equipments calibration & measurement traceability
- \* How to establish calibration and maintenance system for equipments
- \* How to determinate the period of calibration and maintenance of equipments
- \* Calibration period and calibration method for general equipment in toys testing and on-site practice
- \* Comparison between EN 71 and ASTM F963 general equipments in toys testing

## 课程41

纺织实验室设备和仪器的管理培训  
Equipment Management in Textile Lab

## 培训目的

实验室检测仪器设备的可靠性，为测试结果的准确性提供了强有力的保障。ISO/IEC 17025:2005、CNAS等认可机构以及各个买家，对仪器设备的管理也提出了要求。

本课程针对测试实验室，以Intertek在实验室多年仪器管理方面的经验，结合相关测试实例，对仪器设备从选择型号、购买、验收、登记、存放、校准、期间核查和维护保养等方面进行归纳和探讨，以满足不同方面的要求。

本课程可为实验室管理者，特别是仪器管理人员在仪器管理方面提供指南，使其能够有效地管理实验室仪器设备，也能为实验室申请CNAS或某些买家的认可作好准备。

## 培训对象

实验室技术人员、管理人员

## 内容大纲

- \* 有关仪器设备的定义
- \* ISO/IEC 17025、CNAS对仪器管理之要求
- \* 仪器管理系统
- \* 仪器校准系统

## Objective

The reliability of lab equipment is the support for the accuracy of testing results. It also specifies requirements on equipments management in the standard ISO/IEC 17025:2005 and accreditation body such as CNAS.

This course will provide students with guidelines for lab equipment management on model selection, purchase, check and acceptance, registration, storage, calibration, intermediate checking and maintenance.

Lab managers especially equipments managers will learn effective ways of equipment management, and how to make proper preparations for applying for accreditation by CNAS or buyers.

## Who should attend

Lab technician and management staff

## Course coverage

- \* Definitions of related equipments
- \* Requirements for equipment in standard ISO/IEC 17025 and CNAS regulations
- \* Equipment management system
- \* Equipment calibration system



Intertek Knowledge Center / 培训手册

2009

技术服务系列  
Technical Service Series

导入优质管理，引领技术先锋  
Introducing quality management  
and standing on the frontier of  
Technology

课程42

XRF实验室建立服务

Consultancy on XRF Screening Lab Establishment

服务目标

随着欧盟RoHS、中国RoHS的生效和世界各国电子电器产品的环保要求的陆续出台，针对电子电器产品RoHS符合性管控，很多的工厂都已经购买X射线荧光光谱仪(XRF)，对来料以及出货产品进行RoHS符合性筛选测试。但是，很多工厂在使用XRF仪器的过程中都会遇到不少困难，尤其在测试结果的有效性判断方面。为此，Intertek作为专业权威的国际第三方检测机构，结合多年来在XRF仪器使用方面的丰富经验，制定了一套XRF实验室培训课程。

Intertek天祥集团将提供测试实验室专业辅导服务，帮助培训合格的厂内实验室操作人员，熟悉快速检测方法及XRF仪器操作，建立实验室管理体系，并取得CNAS认可。我们的专家，长期服务于Intertek并拥有丰富的实验室管理和认可经验，将和实验室人员一起完成该项计划。计划完成后，实验室人员能够独立维护和改进管理体系。

服务内容

- \* 帮助建立符合ISO/IEC 17025:2005管理体系要求的实验室
- \* 取得CNAS（中国合格评定国家认可委员会）ISO/IEC 17025:2005之认可资格
- \* 培养合格的实验室技术和管理团队维护与持续改进实验室运作，以满足客户的要求。

Objective

To comply with RoHS directive, many factories have X-ray fluorescence spectrometry (XRF) to perform RoHS compliance screening test on materials and products. However, many factories meet some problems when using the XRF equipment. As a leading international provider of quality and safety services to a wide range of global and local industries, Intertek has rich experience in using X-ray fluorescence spectrometry and providing consultancy on XRF screening Laboratory.

Intertek will provide professional laboratory consultation services and training courses for laboratory staffs to familiarize XRF screening test requirements and establish a management system for CNAS accreditation.

Services

- \* To establish a laboratory with a management system complying with the requirements of ISO/IEC 17025 standard
- \* To apply and obtain the ISO/IEC 17025 accreditation by CNAS (Chinese National Accreditation Services for Conformity Assessment)
- \* To train qualified laboratory technicians and management staff, maintain efficient operation and sustainable improvement of laboratory and meet customers' needs.



## 课程43

## RoHS 实验室建立服务

## Consultancy on RoHS Lab Establishment

## 服务目标

随着欧盟 RoHS、中国 RoHS 的生效和世界各国电子电器产品的环保要求的陆续出台，针对电子电器产品 RoHS 符合性管控，很多的工厂都建有实验室作内部管控，对来料以及出货产品进行 RoHS 符合性测试。但是很多工厂在测试过程中都会遇到不少困难，尤其在测试方法之选择及测试结果的有效性判断方面。为此，Intertek 作为专业权威的国际第三方检测机构，结合多年来在检测方面的丰富经验，制定了一套 RoHS 实验室培训课程。

Intertek 将提供测试实验室专业辅导服务，帮助培训合格的实验室操作人员，熟悉 RoHS 六项有害物质检测之方法及仪器操作，建立实验室管理体系，并取得 CNAS 认可。

## 服务内容

- \* 帮助建立符合 ISO/IEC 17025:2005 管理体系要求的实验室
- \* 取得 CNAS（中国合格评定国家认可委员会）ISO/IEC 17025 之认可资格
- \* 培养合格的实验室技术和管理团队
- \* 维护与持续改进实验室运作，以满足客户的要求

## 内容大纲

- \* 培训
- \* 系统建立
- \* 系统实施
- \* 申请 CNAS 认可及评审

## Objective

To comply with RoHS directive, many factories have established internal laboratories to perform RoHS compliance test on materials and products. However, many factories meet some problems during the process of testing, especially the aspect of the availability determination in choice and testing result. As a leading international provider of quality and safety services to a wide range of global and local industries, Intertek has rich experience in RoHS compliance test and providing consultancy on RoHS testing laboratory.

## Services

- \* To establish a laboratory with a management system complying with the requirements of ISO/IEC 17025 standard
- \* To apply and obtain the ISO/IEC 17025 accreditation by CNAS (Chinese National Accreditation Services for Conformity Assessment)
- \* To train qualified laboratory technical and management team.
- \* To maintain and continuously improve the laboratory operation to satisfy customers' expectations.

## Coverage

- \* Training
- \* System establishment
- \* System implementation
- \* CNAS application and assessment

## 课程44

## 玩具实验室建立服务

### Consultancy on Toys Testing Lab Establishment

#### 服务目标

随着玩具行业安全标准的日益完善，消费者对玩具安全的关注与要求也日益提高。因此，各大玩具品牌和供应商越加要求其产品持续的满足安全标准。生产前的测试已不能满足要求，更高的测试频率，日常的抽查测试对于保证产品的质量持续稳定不可或缺。而内部合格的测试人员以及仪器，满足标准要求的环境，受控的系统，都是保证内部测试可信的关键要素。玩具企业如何建立一个内部实验室？如何培养合格的测试人员？如何建立受控的系统？仪器和环境需要满足什么要求？

Intertek凭借数十年的玩具检测经验以及众多专家级的专业人员可以为你提供一站式的建立内部玩具实验室的咨询服务。

#### 服务内容

- \* 帮助建立符合ISO/IEC 17025管理体系要求的实验室
- \* 取得CNAS（中国合格评定国家认可委员会）ISO/IEC 17025之认可资格
- \* 培养合格的实验室技术和管理团队
- \* 维护与持续改进实验室运作，以满足客户的要求
- \* 国际玩具标准及澳洲玩具标准ISO8124、AS/NZS ISO8124
- \* 我国玩具标准GB6675、GB19865、GB5296.5
- \* 各测试方法的学习及亲手实习
- \* 测试中的疑难问题的举例和分析

#### Objective

With the development of toy safety standards and regulations and consumers increasing attention on toy safety, toy traders and suppliers pay more attention to toys continuous compliance with related safety standards. Testing before production can not satisfy the requirements any more. Meanwhile, higher testing frequency and daily random testing are necessary to keep sustainable products quality. With tens of years' experience in toy testing, Intertek has the knowledge, expertise and equipments to offer you one stop consultancy services on how to set up internal toy laboratories.

#### Services

- \* To establish a laboratory with a management system complying with the requirements of ISO/IEC 17025 standard
- \* To apply and obtain the ISO/IEC 17025 accreditation by CNAS (Chinese National Accreditation Services for Conformity Assessment)
- \* To train qualified laboratory technique and management team
- \* To maintain and continuously improve the laboratory operation to satisfy customers' expectations
- \* International and Australian toy standards: ISO8124, AS/NZS ISO8124
- \* Chinese toy standards: GB6675, GB19865, GB5296.5
- \* Study different testing methods and practice
- \* Examples and analysis for problems frequently appeared during testing

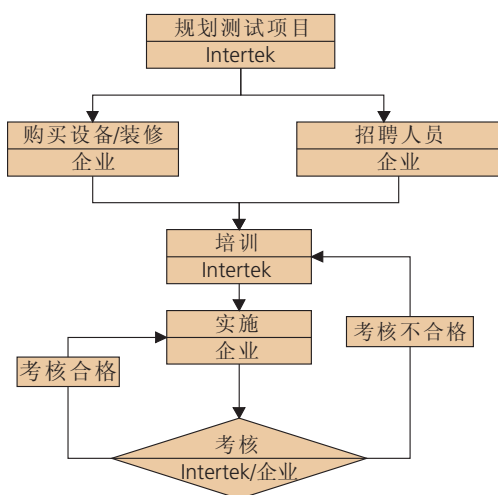
## 课程45 纺织实验室辅导计划

### 服务目标

提供符合顾客需求并使其满意的高品质的产品是每个生产企业、经销商和贸易商在市场上赢得竞争的法宝。为此许多企业希望建立自己检测实验室/检测中心，以保障产品质量，降低成本。Intertek依据多年经验，帮助相关纺织品、服装成衣企业分别针对国内销售或国外销售的产品，设计并建立面料、成衣以及一些辅料等的测试实验室，并针对设计的测试项目，进行培训和辅导。

我们的专家长期服务于Intertek，并拥有丰富的实验室技术、管理和认可经验，将和实验室人员一起完成该项计划。计划完成后，实验室人员有能力独立开展相关测试项目，并能够独立维护和改进管理体系。

### 服务流程图



### 服务流程

- \* 规划
- \* 实施
- \* 技术培训
- \* 考核

### 服务项目

企业可根据自己产品的需求，选择适当的测试项目并建立相应实验室。以下列出我们能够提供培训服务的测试项目：

水洗尺寸稳定性	耐汗渍色牢度	非氯漂色牢度	拉伸强力
洗后外观	耐水色牢度	耐干烫色牢度	接缝强力
水洗色牢度	耐氯化水色牢度	耐热压色牢度	顶破强力
摩擦色牢度	耐海水色牢度	撕裂强度	接缝滑移
起毛起球	单位面积重量	密度	
耐磨性能	pH值	剥离强度	
泼水性能	甲醛	纬斜	

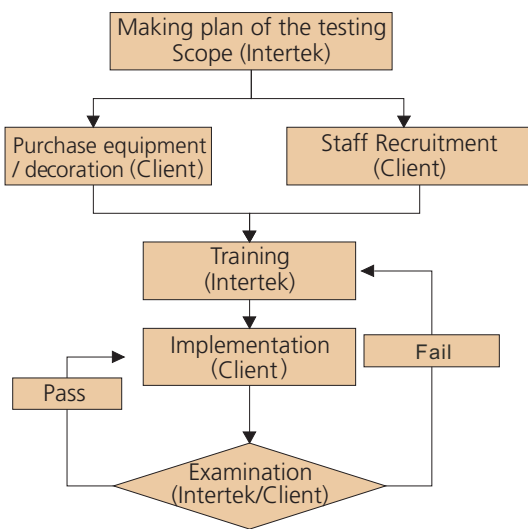
# Lesson 45 Textile Lab Establishment Consultation and Management

## Objective

Business succeeds with products that are presented with high quality and satisfying customers' needs. For this purpose, many companies hope to set up their own testing laboratory / testing center to improve product quality and cut cost. Intertek has years of experience in laboratory management. We help companies of textiles and garment industry to design and set up testing laboratories for fabric, garment and other materials, and provide training and consultation for the testing process.

Intertek laboratory experts possess rich experiences and expertise in laboratory management and accreditation. We will work with your laboratory technicians to accomplish the project, and ensure that your laboratory staff has the knowledge and techniques to conduct testing independently, and keep the laboratory management system well maintained and continuously improved.

## Service Flow Chart



## Workflow

- \* Plan
- \* Implement
- \* Technical training
- \* Examination

## Training Services

Companies can choose the testing scope according to their products and set up laboratories. We provide training services for the following tests:

Dimensional stability after washing	Color fastness to sea water	Bursting Strength	Formaldehyde
Appearance after washing/washing and wear	Color fastness to non-chlorited water	Seam slippage	Density
Color Fastness to washing	Color fastness to heating	Pilling resistance	Peel strength
Color Fastness to rubbing/croaking	Color fastness to hot pressing	Abrasion resistance	Bow&Skew/Spirality
Color Fastness to perspiration	Tearing strength	Spray test	
Color Fastness to water	Tensile strength	Fabric weight per unit	
Color Fastness to chlorited water	Seam strength	pH Value	

## 课程46 化学测试实验室辅导计划

### 服务目标

近年中国出口的各类商品因禁用化学物质控制不当而被召回的事件屡屡出现，严峻的海外市场形势给中国企业带来新的挑战。许多企业已经拥有或正在筹建自己的化学测试实验室，以期对生产原料及成品进行有害物质的管控、降低风险、满足买家和各国指令的要求，从而在这场没有硝烟的商战中立于不败之地。

如何能让企业的化学实验室发挥最大的作用并确保测试结果准确？如何培养实验室专业人员、掌握正确的操作方法、了解法规及标准、避免因测试偏差带来损失？Intertek将为您的化学实验室提供专业辅导，帮助您培养合格的实验室操作人员，正确理解各国限用有害物质的测试方法，建立完善的实验室管理体系。

### 服务对象

已有化学仪器和检测设备的实验室以及正在筹建自己的化学实验室的企业

### 服务内容

- \* 实验室预审核
- \* ISO/IEC 17025及CNAS系统培训
- \* 各国指令讲解与标准作业程序实际操作辅导
- \* 盲样对比测试与纠正措施
- \* 实验室管理系统审核和技术审核

### Intertek专业人员为您的实验室提供技术支持

为确保您实验室的检测结果准确、有效，Intertek可以派驻CNAS认可的实验室专业人员到您的工厂，协助您实验室的运作、监督测试操作、审核检测结果。通过专业人员的辅导，使您实验室的操作人员了解国际和买家的相关要求与标准，掌握正确的操作流程和测试方法，确保实验室的运作符合ISO/IEC 17025的要求。



## Lesson 46 Chemical Testing Laboratory Consultation and Management

### Objective

In recent years, there have been cases of Chinese products being recalled due to exceeding forbidden chemical substances, which brings new challenge for Chinese companies. Many Chinese companies have set up or plan to build their own chemical testing laboratories to control the hazardous substances in raw materials and finished products, reduce risks, and satisfy requirements by buyers and directives of various countries to help companies succeed in furious market competition.

How to fully take the advantage of chemical laboratory, and ensure the accuracy of testing results? How to train laboratory professionals, master correct operation technique and skills, understand regulations and standards, and avoid losses caused by testing errors?

Intertek provides professional consultation and management services for your chemical laboratories, helps you to train qualified laboratory operation professionals, get in-depth and correct understanding of hazardous substance testing methods set by different countries and establish comprehensive laboratory management system.

### Who should attend

For a laboratory which has already had chemical instrument and testing equipment, or plan to set up their own lab

### Services

- \* Laboratory pre-audit
- \* System training for ISO/IEC 17025 and CNAS
- \* Directives introduction and testing process demonstration
- \* Correction sample testing and correction suggestion
- \* Laboratory management system and technical audits

### Laboratory technical support

To help you produce effective and accurate testing results, Intertek can send CNAS recognized laboratory professionals to your factory and help with operations, monitoring testing process and testing results. With professional guidance, your laboratory staff will get in-dept and correct understanding of various international and buyers' standards and requirements, be familiar with operation process and testing methods, and ensure compliance with ISO/IEC 17025.



## 课程47

## 纺织实验室现场技术指导服务

## On-site Textile Laboratory Technical Training

## 服务目标

您是否考虑过一个简单的纺织品测试，如摩擦牢度测试或拉伸强力测试背后都有很多技术要求？这些技术要求都会直接影响测试结果的准确性及重复率。在摩擦牢度测试当中，标准白棉布的含水量的偏差对测试结果有什么影响呢？在拉伸强力测试方面，拉力机应该如何设定及使用？此外，如何去评定测试结果是否有效？

Intertek作为专业权威的国际第三方检测机构，纺织品测试是我们的优势服务项目之一，我们很乐意与您共同分享这方面的经验。

通过培训，我们能使学员：

- \* 了解纺织品测试如美国、欧洲、加拿大及澳大利亚等国的相关标准；
- \* 有效掌握纺织品测试的技术要求：如何取样、测试程序、确认及理解测试结果

## 培训对象

实验室技术人员、管理人员、品质监控员

## 内容大纲

- \* 物理性能测试
  - 水洗尺寸稳定性
  - 洗后外观
  - 外观保持性: 布的平整度、接缝平整度、褶皱
  - 拉伸强度
  - 撕裂强度
  - 接缝滑移/接缝强度
  - 弹性及恢复力
  - 耐磨性
  - 起毛起球
- \* 色牢度测试
  - 水洗牢度
  - 摩擦牢度
  - 日晒牢度
  - 汗渍牢度
  - 酚黄变
- \* 安全测试
  - 防火测试

## Objective

Have you ever realized that a lot of techniques are required in doing such simple tests as Rubbing Fastness or Tensile Strength of textiles in order to get an accurate and repeatable result? What are the effects of incorrect wet pick up in Rubbing Fastness? What is the correct equipment set up in Tensile Strength? Further, how to verify whether a test result is valid or retest is required? Intertek, as a leading international provider of quality and safety services to a wide range of global and local industries, textile testing of consumer goods is one of our strengths. We are dedicated to sharing with you our professional experiences.

Upon completion of the training, you will be able to understand

- \* Textile testing of various international testing standards such as US, Europe, Canada and Australia;
- \* Techniques sharing in textile testing: sampling, test procedures, test results validation and interpretation.

## Who should attend

Laboratory technicians, supervisors, QC specialist

## Course coverage

- \* Performance and physical:
  - Dimensional stability for washing
  - Appearance retention
  - Fabric smoothness, seam smoothness, crease retention
  - Tensile strength
  - Tear strength
  - Seam slippage/seam strength
  - Stretch recovery
  - Abrasion resistance
  - Pilling resistance
- \* Color Fastness:
  - Washing fastness
  - Crocking/Rubbing Fastness
  - Light fastness
  - Perspiration fastness
  - Phenolic yellowing
- \* Safety:
  - Flammability



Intertek Knowledge Center / 培训手册

2009

**E-learning 在线培训服务系列**  
**E-learning Training Service**

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引领科技化培训潮流，快速便捷服务  
introduces the on-line education  
technology to facilitate fast and  
easy learning

### E-learning在线培训服务部分 E-learning On-line Training Service

随着电子技术的发展和互联网的普及运用，E-learning在线培训逐步应用到知识传播和培训当中，并不断趋于成熟。电子学习与传统教室训练课程相比，具有学习方式快捷灵活方便及互动协作、学习内容可即时更新、可体现个性化学习等优势。这种以技术为基础，以内容为根本的培训模式，正在诠释着教育培训新的概念。

Intertek凭借自身深厚的技术资源，委托平台开发商开发了系列专业技术的E-learning课程，利用远程技术的E-learning课程因其操作便捷，安排规范系统，时间选择自由等特点，使您职员、供应商全面的全面学习成为可能。

With development of electronic technology and wide use of internet, E-learning has seen increasing application in knowledge spread and training, and keeps getting mature. Compared with traditional classroom training, E-learning has many advantages including fast and flexible study, interactive cooperation, real-time update of course content and personalized learning experience, which represents a new concept of education and training.

By using its strong technical resources, Intertek works with expert E-learning platform developer to create the E-learning course. E-learning takes advantages of remote technology and characterized with easy operation, systematic scheduling and flexible choice of time, making it possible for all the employees of a company and its suppliers to have a comprehensive study of courses.



**课程48** REACH在线培训服务  
REACH On-line Training

欧盟《关于化学品注册、评估、许可和限制法规》已于2007年6月1日开始全面实施。该法规不仅给化工行业带来巨大的冲击，下游的玩具、纺织品、电子行业也同样面临严重的挑战。REACH涉及各行各业，如何及时有效应对REACH，是企业必须面对解决的难题。

**服务内容**

Intertek的REACH E-learning系列包括：

- \* REACH概述
- \* REACH详解
- \* 掌控REACH
- \* 安全数据表在REACH法规上的应用

本课程是目前中国市场上唯一的具有在线学习功能的REACH课程



The EU REACH (Registration, Evaluation, Authorization and Restriction of Chemicals) regulation has come into overall effect from Jun 1st, 2007, and brought great impact to the chemical industry as well as severe challenges for downstream industries including toy, textile and electronics. REACH concerns nearly all industries. How to meet REACH requirements timely and effectively, this is a challenge that all companies have to face.

**Services**

- \* REACH simplified
- \* REACH in depth
- \* Managing REACH
- \* Using SDS for compliance

Intertek is the sole provider of REACH online-learning in China.



美国9.11事件发生后，进口商品供应链的安全引起各国尤其是美国的高度重视。美国国土安全部海关边境保护局制定并升级C-TPAT的要求后，全球供应链的安全要求成为继产品的质量与安全要求之后，国际零售商和买家的另一重要考虑。

全球供应链安全验证（GSV）是一项国际领先的为全球供应链安全策略的制定和实施提供全面支持的商业体系，GSV自2001年创建以来，不断成长扩展，目前已拥有4000多个成员，包括跨国企业、国外制造商和合作机构等，通过行业合作，使供应链安全融入商业运作中。GSV体系是一项高度透明、涵盖范围广、被供应商普遍认可的供应链安全符合性和成效性验证标准。其目的是加强与全球的供应商和进口商合作，促进全球安全认证体系的开发，帮助所有成员加强安全保障和风险控制、提升供应链效率，并降低成本。

GSV在线培训是为了协助供应商更好地理解C-TPAT的要求及GSV审核流程，从而在产品的生产和流通中更好地保障供应链的安全。在线课程包括：

- \* GSV的背景及益处
- \* C-TPAT外国制造商的安全标准详解
- \* 如何准备GSV工厂审核



Since the 9.11 incident in the U.S., the import supply chain security has aroused great attention among countries worldwide especially the U.S. With the U.S. Customs and Border Protection introducing and upgrading C-TPAT (Customs-Trade Partnership Against Terrorism), the global supply chain security has become another crucial issue that international retailers and buyers have to consider following product quality and safety.

The Global Security Verification (GSV) program is the leading international business network for supporting the development and implementation of measures for enhancing global supply chain security. Since its inception in 2001, GSV has grown to encompass participation from more than 4,000 multi-nationals, foreign manufacturers and partner organizations. The GSV program is the most transparent, extendable and accepted verification standard for supply chain security compliance and optimization. It aims to partner with international suppliers and importers to drive the development of a global security verification process, and achieve a shared objective of integrating supply chain security into business practice through a collaborative industry approach resulting in greater assurance, risk control, efficiency and cost savings for all participants.

GSV E-learning assists suppliers to get better understanding of the requirements of C-TPAT and GSV auditing process to achieve effective implementation of supply chain security measures in production and product circulation.

Contents:

- \* Background and benefits of GSV
- \* Detailed explanation of C-TPAT overseas manufacture security standards
- \* How to prepare for GSV factory audit



## About Intertek 关于Intertek

Intertek天祥集团是全球领先的质量和安全管理机构，为众多行业提供专业创新的解决方案。从审核和检验，到测试、质量保证和认证，Intertek致力为客户的产品和流程增加价值，最终促进客户在全球市场取得成功。

Intertek在110个国家拥有1,000多家实验室和办事处，超过23,000名的员工，凭借专业技术、资源和全球网络，为客户提供最优质的服务。

Intertek is a leading provider of quality and safety solutions serving a wide range of industries around the world. From auditing and inspection, to testing, quality assurance and certification, Intertek people are dedicated to adding value to customers' products and processes, supporting their success in the global marketplace.

Intertek has the expertise, resources and global reach to support its customers through its network of more than 1,000 laboratories and offices and over 23,000 people in 110 countries around the world.

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