



# QUATEST3<sup>®</sup> QUALITY ASSURANCE AND TESTING CENTER 3



[www.quatest3.com.vn](http://www.quatest3.com.vn)



ACCURACY



OBJECTIVENESS



IN-TIME SERVICE



RELIABILITY





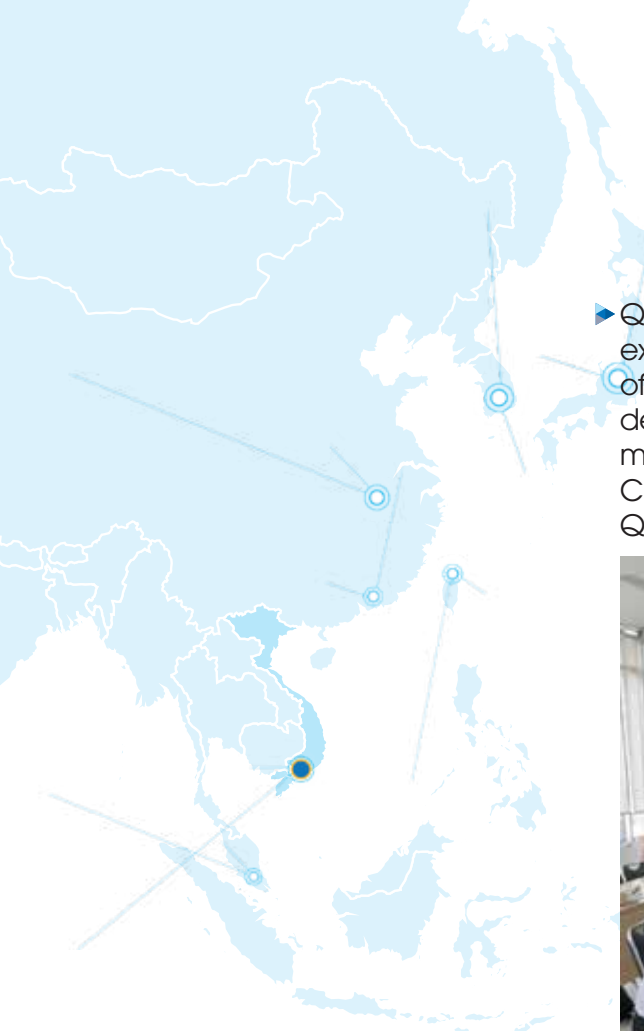
**Quality Assurance and Testing Center 3 (QUATEST 3)** is a science – technological organization under Commission for The Standards, Metrology and Quality of Viet Nam (STAMEQ) – Ministry Of Science And Technology (MOST)



QUATEST 3 has thrived to be one of the leading organizations in Vietnam, which is specialized in providing services in the fields of standards, metrology, and quality to serve State management activities as well as requirements of organizations and businesses.

QUATEST 3 always accompanies business in increasing quality and safety requirement on products, protecting consumers' benefits in line with the country's development orientation, and positively contributing to the social – economic growth of the country.



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- ▶ QUATEST 3 has a team of technical officers and consultant experts, working under its organizational structure composing of 13 testing laboratories, 7 metrological laboratories, 6 inspection departments (inspection, assessment, product certification; management system certification); 01 Quality Training and Consulting Center; 01 Research and Development and Quality Assurance Dept.; 01 Customer Service Dept.



- ▶ QUATEST 3 has also paid high attention to, and constantly strengthened, its international cooperation with prestigious conformity assessment organizations in the region and worldwide: UL (USA), JATL, SK and JQA (Japan), K-Petro, KCL, KIEL, We Energy, KTC, KSA and KTL (Korea), TUV SUD PSB, TUV Rheiland (Germany), NEMKO (Norway), ETC (Taiwan), CQC (China),...
- ▶ QUATEST 3 has become an official member of the Asia Network Forum (ANF) to share experiences and technical information, facilitate trade amongst the member countries on the basis of harmonization on standards and conformity assessment procedures, and promote bilateral as well as multilateral recognition of test report in conformity assessment.





# Quality policy

QUATEST 3's activities always associate with the quality policy of  
**ACCURACY - OBJECTIVENESS - IN-TIME SERVICE - REALIABILITY**







# Services

**QUATEST 3** offers technical services in the fields of standard, metrology, quality to serve management activities of Vietnamese Ministries as well as requirements of organizations and businesses aiming at improving quality and safety of products and benefits of customers.

## QUATEST 3's services consist of:



Testing  
on quality and safety  
of products and goods



Inspection



Product Certification



Management System  
Certification



Calibration, verification  
on measuring equipment



Proficiency testing and  
Inter-laboratory  
comparison



Training and Providing  
solutions on  
productivity and quality



Instrumental service

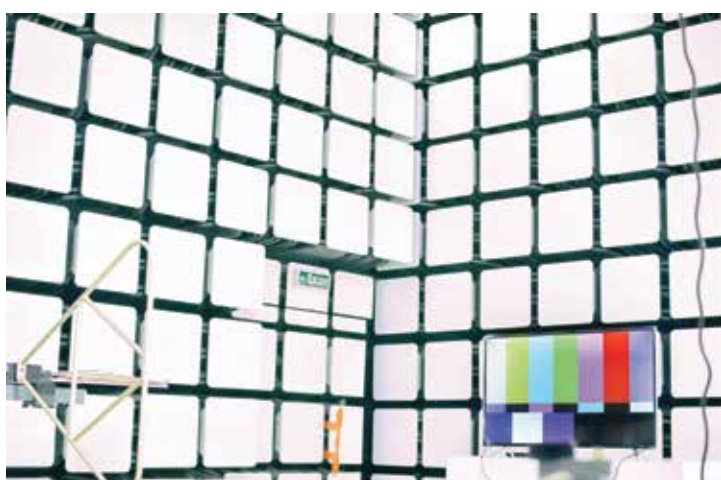


Standards information  
& document



# Testing on quality and safety of products and goods

QUATEST 3 offers testing and analysis on quality and safety of various products and goods meeting comprehensive requirements on testing to serve both management activities of Vietnamese competent authorities and the need for developing businesses products and services.



► **QUATEST 3 is always concerned with updating, upgrading and completing its laboratory system in the purpose of providing a highly accurate testing service which is harmonized with applied standards, including:**

- Mechanical: products, metallic and non-metallic materials, weld and non destructive testing (NDT)
- Consumer goods: packaging, appliances used in direct contact with foods and beverages, textile articles and accessories leather, shoes, papers, ink, plastic, wooden furniture and children toys.
- Construction: materials and structures
- Electrical – electronic: household and office appliances, electric tools.
- Chemicals: basic chemicals, fertilizers, plant protection agents, solvents, aromatherapy, cosmetics, detergents and fine art gold.
- Environment: water, wasted water, sludge, solid and liquid waste, residue of plant protection agents, toxic substances in raw materials
- Petroleum & Gas: gasolines, Diesel fuel oils, Biofuels, Fuel oils, liquid petroleum gas, additives for petroleum products.
- Agriculture and foodstuffs: agricultural products, additives, material (agricultural, aquatic products), animal feeds,...
- Food safety and hygiene & food quality: fresh foods, processed foods, food additives, functional foods,...
- Microbiology and Genetically modified organisms (GMO): agricultural products, foodstuffs, animal feeds, micro-organic fertilizers, probiotics,...



► **As accumulating extensive experiences through its development progress, QUATEST 3's labs have built its image and been accredited, such as:**

- The Microbiology – GMO Testing Lab was designated as an ASEAN Reference Laboratory (AFRL);
- The US Consumer Products Safety Commission (US CPSC), Bureau of Standards, Metrology and Inspection (BSMI) recognized the testing result of QUATEST 3;
- The electric – electronic testing lab participated in ASEAN EE MRA program for electric household;
- QUATEST 3's Laboratories have been approved by Ministry of Health, Labour and Welfare of Japanese as Foreign Official Laboratories (registered laboratory);
- QUATEST 3 have been recognized as an Indonesian food safety testing laboratory.

► **For the convenience of customers, QUATEST 3 provides further services of receive and delivery testing sample on the spot.**

# Inspection

QUATEST 3's inspection service involves conformity assessment comprising of inspection, verification, state inspection, assessment, and certification of products and goods at the request of State management agencies, organizations and businesses



► **QUATEST 3 offers state inspection, inspection and conformity certification to standards and national technical regulations for:**

- Technology line and equipment, mechanical.
- Metallic and non-metallic materials.
- Electrical, electronic and telecommunication equipments.
- Construction materials, structures, buildings and traffic works.
- Petroleum products (Gasolines, DO, KO, FO, LPG, Lubricants, additives), Biodiesel fuel oils.
- Consumer goods: Children toys, textile articles and accessories leather, shoes, handicraft products, plastic products, packaging, paper products, wooden furniture...
- Chemicals, Fertilizers, Plants protection agents, Minerals.
- Agriculture, aquatic products, fresh and processed foods, beverages, animal feeds.
- Food safety and hygiene (foodstuffs, packaging, appliances used in direct contact with foods and beverage...).



VIAS 004

QUATEST 3's activities in conformity assessment are designated by specialized ministries: Ministry of Science and Technology, Ministry of Health, Ministry of Construction, Ministry of Industry and Trade, Ministry of Agriculture and Environment and Ministry of Home Affairs.



#### ► Other technical services:

- Monitor, measure, report on supervision and assessment of ambient air, working environment, industrial emission, hazardous waste, water, compressed air and clean room...
- Perform supervision on the construction and installation of the works (including welding supervision/inspection, certification of welding procedures and welders' workmanship), installation of technological lines.
- Quality inspection and supervising consultancy to construction site.
- Certify the conformity to quality and force-bearing capability of devices and works.
- Perform survey, assessment, inspection of technology status for investment projects.
- Verify construction investment project and examine designs, survey map and geology, monitor deformation, subsidence, inclination, transposition of works.
- Inspect damages, defects of materials, components and products.

# Product certification and Management system certification

QUATEST 3 is a independent certification body (third-party) that certifies the conformity of management systems, products, and services to national standards, international standards or national technical regulations.



Certification mark in compliance with standards (Quality mark)



Certification mark in compliance with technical regulation (CR Mark)



Management System Certification

- ▶ The certification mark of QUATEST 3 confirms that products and services meet the requirements on quality and safety, which facilitate products to enter the market, enhancing brands prestige, serving as a base for helping consumers choose good products suitable to national standards and technical regulations.
- ▶ **The certification on products, goods in the fields of:**



Electrical – Electronic



Consumer products



Wooden furniture



Mechanical



Chemical



Petroleum and gas



Construction



EMC  
- Energy efficiency



Fertilizers



Animal feeds



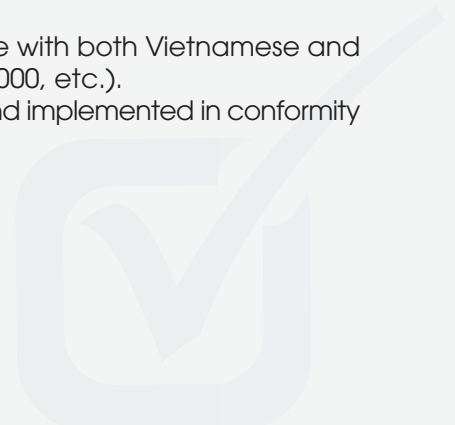
VICAS 004 - PRO

VICAS 004 - QMS



#### ► Management system certification

- QUATEST 3 is a Certification Body of Management Systems in compliance with both Vietnamese and international standards (TCVN, ISO 9001, ISO 14001, HACCP, GMP, ISO 22000, etc.).
- The Management System Certification Service of QUATEST 3 is established and implemented in conformity with TCVN ISO/IEC 17021-1.



# Calibration, verification on measuring equipments

QUATEST 3 provides calibration and verification of measuring equipment and tools in the fields of: mass, length, electricity, pressure, temperature, physiochemical, volume... The metrological laboratories of QUATEST 3 have been equipped with the highest measuring reference standards that are traceable to metrological international standards.



► **QUATEST 3 's metrological services, include:**



Length



Mass



Electricity



Temperature



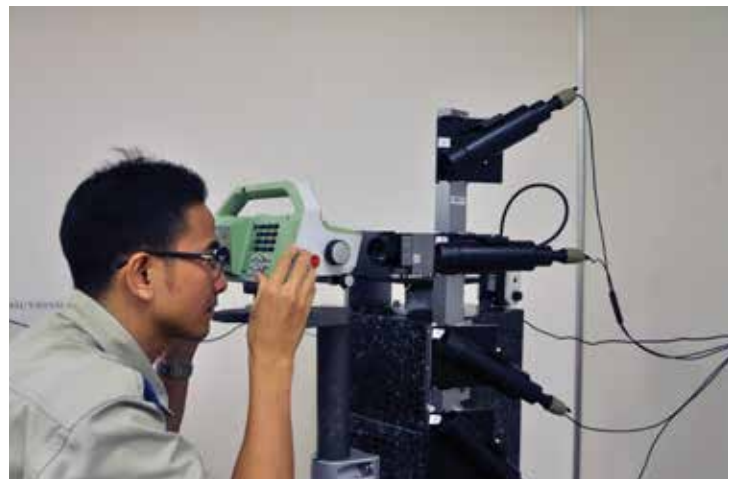
Force – Hardness



Volume - Flow



Physiochemical



- ▶ Working conditions of laboratories have always been strictly maintained in accordance with norms of the international organization of legal metrology (OIML R111: 2014).
- ▶ For the convenience of customers, QUATEST 3 provides further services:
  - On-site verification/calibration.
  - Receive and delivery equipments on the spot.

# Proficiency testing programs and Inter-laboratory comparison

QUATEST 3 organizes Proficiency testing programs in order to provide local and foreign laboratories with the opportunity to assess their performance, the accuracy and reliability of their test results.



- ▶ Quality assurance management system of QUATEST 3 is conforming to the international standard ISO/IEC 17043 and has been accredited by The American Association for Laboratory Accreditation (A2LA) (certificate number 3477.01).



ISO/IEC 17043



Proficiency Testing Provider  
Cert. No. 3477.01



- ▶ QUATEST 3 organizes Proficiency testing programs at the request of State management agencies, local and foreign laboratories in the fields of:
  - Milk and milk products: microbiological and chemical characteristics (nutrients).
  - Other food: microbiological and chemical characteristics (nutrients, antibiotic residues, toxins, heavy metals, etc.).
  - Fertilizer: chemical characteristics (nutrients, micro-nutrients, heavy metals, etc.).
  - Feeding stuffs: chemical characteristics (nutrients, antibiotics, toxins, heavy metals, etc.).
  - Cement, diesel oil, lubricant, steel, etc.: chemical and physical characteristics.
- ▶ Besides, QUATEST 3 also considers to provide other customized Proficiency testing programs.
- ▶ Producing and supplying RMs/ CRMs.

# Instrumental services

QUATEST 3 offers supporting services to meet the need of laboratories.



ISO 9001



- ▶ Manufacture, trade of laboratory equipments, testing and analysis tools, metrological reference and equipment.
- ▶ Supply on standard chemicals, testing and analysis tools and equipment for product quality and safety.
- ▶ Installation, maintenance, repairing, guidance and assessment, technical acceptance related to metrological equipment, measuring, testing and laboratory devices.
- ▶ Consulting on setting up investment projects and laboratory equipments.

# Barcode

QUATEST 3 provides consulting and guidance services related to barcodes.



## ► QUATEST 3 offers:

- Consulting services, guidance services for registration of barcodes;
- Consulting with supporting in barcode management works;
- Service of updating product information, location on behalf of the client to the database of barcodes national as the regulations;
- Technical consulting services on the application of automatic data acquisition and identification technologies through unique identifiers according to the GS1 system of standard and synchronized data;
- Providing consulting service on placement of barcodes on product packaging;
- Providing consulting service for applying and creating GS1 shipping labels on cartons, pallets, containers...;
- Consulting service of assurance of barcodes and assessment of barcodes quality according to GS1 and ISO/IEC 15416;
- Training on application of barcode and relative technologies (such as: barcodes, RFID...);
- Consulting services in application of trace ability systems in the supply chain.

# Training and Providing solutions on productivity and quality

The Quality Training and Consulting Center is a subsidiary of QUATEST 3, is specialized in providing technical training; quality management systems, quality management tools; providing solutions services related to productivity and quality of products and services.



ISO 9001



- ▶ Competence and experience accumulated through many years of providing training services and providing quality productivity solutions with a team of experienced lecturers and collaborators who are well-trained in the fields of standards, metrology, quality conformity assessment;
- ▶ With substantial experience in training and providing solutions, professional expert and lectures, the Center for testing and quality services has specific characteristics:
  - Consistent, professional and updated training & consultancy service.
  - Training & consultancy programs are tailored to meet each customer's preferences.
  - Experts and lecturers have sufficient qualification and experience in each field of training & consultancy service.
  - The management system, quality productivity tools are established flexibly, effectively and integrated with other management systems of organizations.
  - Training and consultancy activities always associate with practice, on the basis of solving real-life situations to help trainees improve their ability to apply into reality.

# Standards information & document

QUATEST 3 supplies information, standards and other documents relating to standard, metrology, quality and conformity assessment at the request of organizations, businesses and individuals.



- ▶ Vietnamese standards (TCVN)
- ▶ National Technical regulations (QCVN).
- ▶ Foreign standards: AS, ANSI, BS, DIN, GOST, IS, JIS, KS, NF,...
- ▶ International standards: CODEX, IEC, ISO, OIML...
- ▶ Professional associations standards: AOAC, AOCS, APHA, API, ASME, ASTM, AWS...
- ▶ Other technical magazines or specialized documents.



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