

Quality Assurance Overview

Household Chemicals



Quality Assurance Partnership

- QA's role is to educate Vendors on QVC expectations to set them up for success the first time a product is submitted
- The Vendor's role is to ensure that products are engineered and manufactured to meet all European regulations, as well as the appropriate industry and QVC standards
- Vendor Representatives are expected to work with their Vendors to develop a product that will meet QVC's requirements & expectations

Quality Assurance Roles & Responsibilities

- Creation and maintenance of Quality Guidelines, Specifications & Product Requirements
- Internal and External Customer Education
- First Piece Sample Evaluation (physical samples and virtual samples)
- Test Report and Document Verification
- Monitor key customer performance metrics including return rates and customer feedback

Quality Assurance – Submitting Samples and Technical Documents

The following needs to be provided to the QVC Quality Assurance Department in order for 'First Piece Evaluation' to take place

- Product Sample (For Vendors who are Sample Vendors ONLY – QVC Buying can confirm vendor status).
- Product Specification Card (to be emailed to Quality Assurance department)
- Third Party Test Certification (to be emailed to Quality Assurance department)
- Advertising Claims Substantiation Form (to be emailed to QVC Buyer)

First Piece/Top of Production (TOP) Sample Submission

Definition of QA First Piece Sample:

A sample that represents the production run in all respects, including the exact same materials, construction, packaging, inserts, labelling, etc.

What you need to submit:

In addition to the sample, you will need to submit testing & required documentation. Samples must be packed the exact way customer will receive the product (mail order ready) and all packaging must have required labelling, including any transport labelling for hazardous goods.

Hazardous goods are to be supplied inside sealed polybags and a minimum carton size of 210 x 160 x 20mm.

Who to submit to:

All First Piece samples should be submitted to the QVC CREWS team

When to expect results:

QA Evaluations are completed within five business days, once sample and full documents are received

Any deviation from production must be clearly indicated at the time of sample submission.

Product Specification Card (PSC)

- Every product sold by QVC requires to have a PSC completed for it
- Beauty kits comprise a product therefore the PSC is to be completed for the kit and not at component level
- Accurate and complete information is vital to the QVC operation as information on the PSC is used to generate sales copy and for product checks to be performed
- On agreement from your QVC buyer that your product is to be sold a PSC should be completed at the earliest opportunity
- Missing, inaccurate information or late submitted PSC can lead to delays in getting QVC product to air.

Product Specification Card

Do you need additional instructions?

- Select QVC Market you are supplying to
- Select Your Language Preference
- Select Category
- Select Sub Category
5. SHEET TO BE COMPLETED (based on product category):

PRODUCT	packaging & hazardous info	<input type="text" value="GTIN NUMBER"/>
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Product Specification Card

Vendor Name	Agency	Brand	Vendor Model # (Style #)
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Base Price (19%) <i>Select</i>	DD Postage exc. VAT	Imported into EU by (If QVC Please State 'QVC')	Country of Origin	Customs Tariff Number	NA <i>Select</i>
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Positioning

TV Caption (Product Description)

Selling Point/Special Features (Long Description)

Special Certification for Brand Name/Licence Claim (i.e. Lycra/Swarovski/Disney)

PRODUCT
IMAGES

Product Specification Card

Packaging

Options	Product Dimensions in cm				Packaging Dimensions (single saleable unit) in cm				Gross Weight (g)	Qty per Master Carton
	Length	Width	Depth	Weight (g)	Length	Width	Depth	Weight (g)		
#1	0									
#2	0									
#3	0									
#4	0									
#5	0									

*Waste Component (packaging waste (g))		
	Material Type	Weight (g)
1	<i>Select</i>	
2	<i>Select</i>	
3	<i>Select</i>	
4	<i>Select</i>	
5	<i>Select</i>	

Outer Packaging Desc (single saleable unit)	<i>Select</i>
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Homeware/Chemicals	
Flammability Rating	<i>Select</i>
UN Hazard Code	
Sealed Polybag for Hazardous Goods Y/N	<i>Select</i>
Hazard Goods storage class	<i>Select</i>

Electrics/Electronics	
NA	<i>Select</i>
NA	<i>Select</i>
NA	
NA	



Third Party Testing

- Third party testing reports, if required for your specific product, are sent to QVC's Beauty QA department (when submitting the First Piece Sample).
- Testing must be completed for all components or formulas.
- Testing must be re-submitted when any change is made to the formula, ingredients, manufacturer, factory, etc.

Third Party Testing - Required Documentation

- Third Party Testing (when required for submission) Regulatory, Performance, Claims (product specific test reports, will be advised on, at time of QA review if not listed below)
- QA Chemical First Piece Sample Submission Checklist
- Product Specification Card
- SDS (Safety Data Sheet), per component
- PDF of full CLP label to add to QVCUK.com

Claims Substantiation:

- **What:** Product claims as to the benefits, attributes, effects, etc. of such products must be substantiated.
- **How:** QVC requires that all safety, on-air and off-air efficacy claims are substantiated by adequate documentation. Depending on the claim, that may require clinical testing by third party testing labs.
- **Process:** Claims need to be submitted to the QVC buying team from the Vendor by way of completing a QVC 'Advertising Claims Substantiation Form'. QVC Buyer will submit for On Air Legal review.

Quality Assurance First Piece Process Checks

Definition of Quality Assurance First Piece Sample Checks:

- Product features/function
- Packaging (including mail order suitability)
- Graphics
- Instructions
- Material
- Composition/construction
- Aesthetics
- Product attributes
- Specs/measurement

Customer Satisfaction & Feedback

- Overall Unit Return Rates
- Finished Goods Acceptance rates
- First Piece Acceptance Rates
- Damaged & Defective Ship Rates
- Size Doesn't Fit Return Rates
- Distribution Centre Rejection Rate
- QVCUK.com Product Reviews

Additional Information

- QVC Quality Assurance requires products to meet all regulatory requirements
- QVC Quality Assurance requires products to perform as intended
- QVC Quality Assurance requires products to be submitted to 1st Piece QA within a reasonable time to process



Regulatory Requirements	Detail	Y/N
MSDS (2015/830 format) Applicable to all substance and mixture products	Vendor to have access to this document and be able to supply it at QVC request. MSDS to be supplied for all substance and mixture products.	
REACH Directive (EC) 1907/2006	Vendor must be sure that all materials, components and agents used in the product manufacture meet the requirements of the European REACH Directive. Vendor to have a declaration of conformity document and be able to supply it at QVC request.	
SVHC's, Substances of very high concern. REACH Directive (EC) 1907/2006	EC Importer must be able to provide an independent test report document or Declaration of conformity stating there are no materials/packaging that are classified by the European REACH regulation no 1907/2006 as very high concern and are not above 0.1% weight by weight (as defined in the Candidate List of Substances of Very High Concern for Authorisation.	
HSE registration (Biocides, Pesticides EU 528/2012)	Vendor must be sure that products such as disinfectants, pest control products and preservatives making biocide claims (e.g. deter, render harmless, to kill) have been fully registered with the HSE as the full approval certificate will need to be supplied to QVC and held on file. Vendor to ensure they fully follow the strict labelling and pack size rules given on the HSE registration as concentrated items are only approved in small quantities for amateur use, professional use product approvals cannot be accepted or sold on QVC.	
CLP (Classification, labelling and packaging) EC1272/2008	For items classified as hazardous. Vendor is to make sure they are aware of the labelling and packaging rules for	



	<p>Substances and mixtures as set out in Titles III and IV of the Regulation, all products and mail order packs supplied into QVC must be correctly labelled to this regulation. Vendor must also provide QVC with a PDF of the artwork for the mail order carton so we can satisfy article 48 Advertisement, making customers aware of the hazards before purchasing.</p> <p>Vendor must ensure that any products where the purpose and function is to clean, fully comply with all labelling requirements as set out within the regulation (Article 11). Paying particular attention to Surfactant type, whether there are preservatives, allergens present over 0.01%. Vendor must also provide QVC with a PDF of the artwork for the mail order carton so we can satisfy article 48 Advertisement within CLP.</p> <p>Vendor is to make sure they are aware of the labelling and packaging rules for fertiliser products, also ensuring it is of a type listed within Annex 1.</p> <p>Vendor to ensure they make themselves familiar with the Explosive precursor ingredients listed within regulation (EU) No 98/2013 as QVC will require a declaration on letter headed paper making us aware of any that are included or stating they do not contain any.</p>	
Detergent regulations EC 648/2004		
Fertiliser regulations (EC) 2003/2003, EC Fertiliser (England and Wales) Regulations 2006 (SI No. 2486).		

Additional QVC Requirements		Y/N
QVC Product Spec card (Per SKN to cover all SKU variants)	This is a QVC document used to set up products on QVC internal systems. Your QVC buyer can supply this for your completion	
Product Claims and Substantiation	QVC will expect the vendor to provide efficacy and proof on any claims wanting to be made as part of the products selling features and on-air sale	

Related Links

For all product regulatory queries and information relating to Chemical compliance and labelling.

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