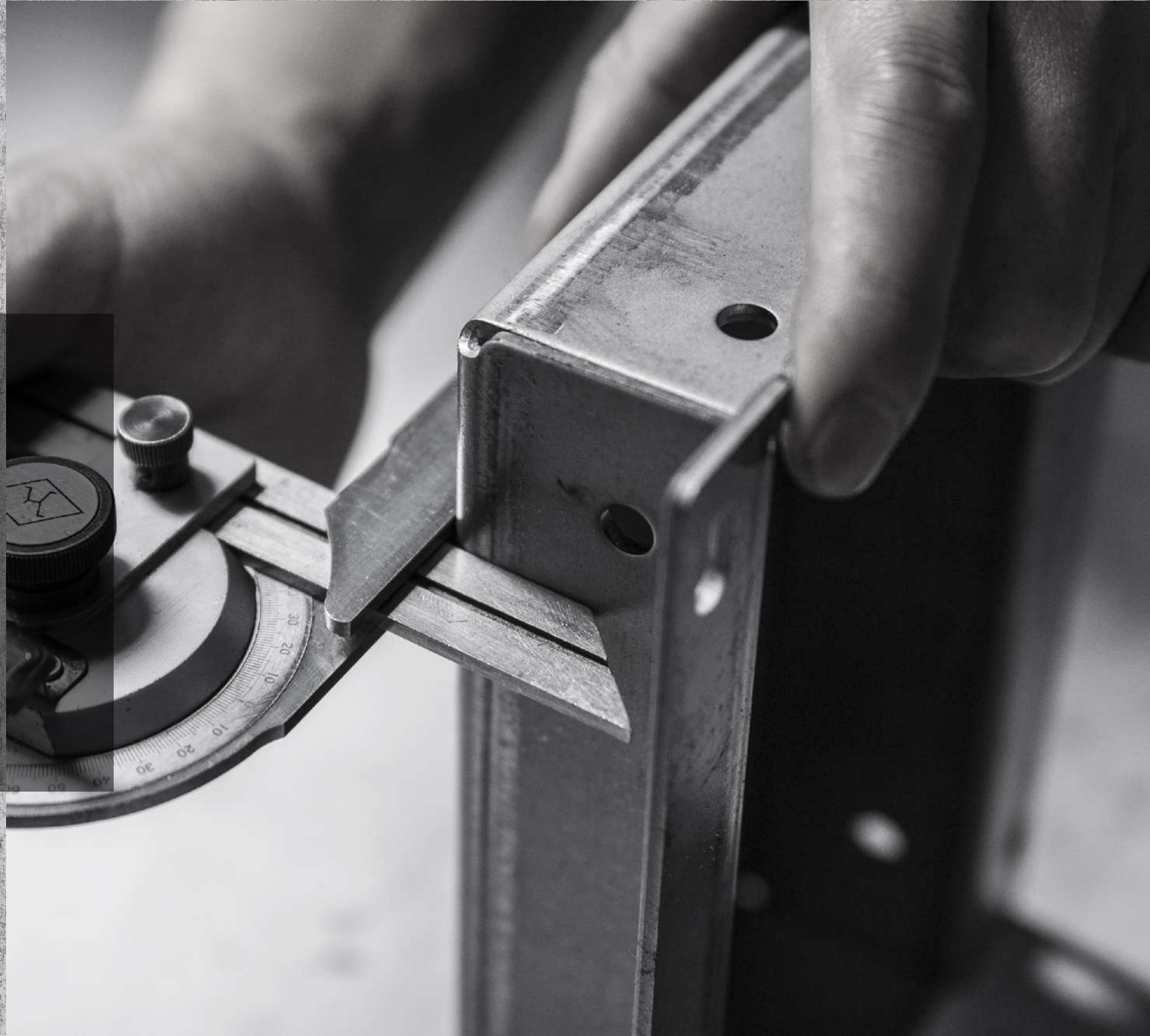




QUALITY is OUR FOUNDATION

With the philosophy that quality first in mind,
LUMI sticks to do the right things:

Fit for purpose, right first time.



A black and white photograph of a CNC machining process. A metal workpiece is being machined by a tool, with a large chip being removed. The background is blurred, showing industrial equipment.

CONTENT

All About Lumi's Quality Management System

01 What Do We Have?

02 What Are We Doing For Production?

03 What Are We Doing In General?

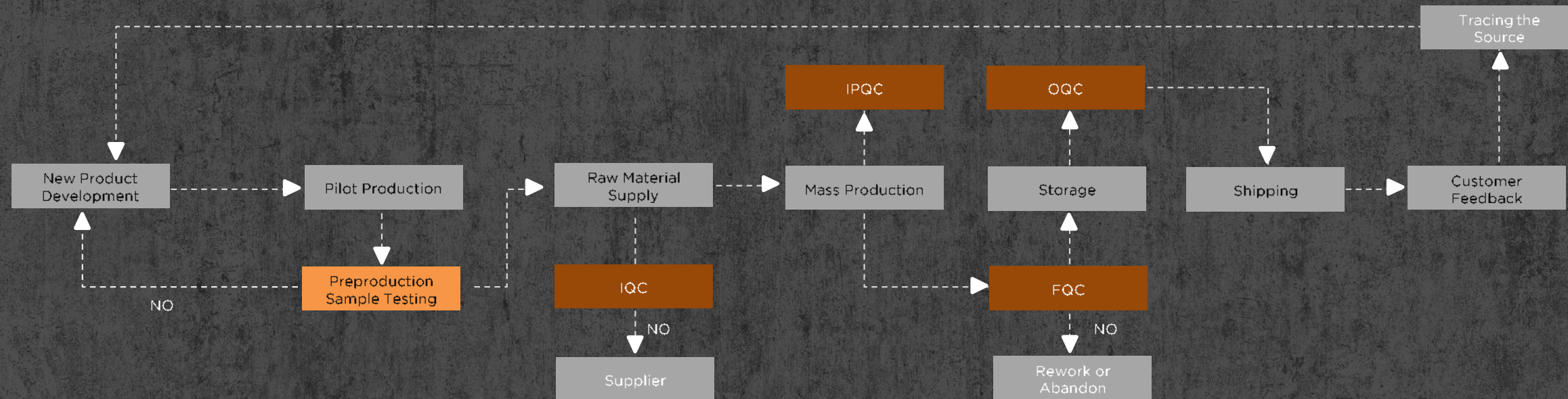
What Do We Have?

LUMI is rich in resources to conduct comprehensive quality control.

- **Standardized procedure**
- **Professional teams**
- **Qualified in-house manufacturers**
- **Professional in-house UL/TUV witness test labs**



Standardized Process of Quality Assurance



1. New Product Development Quality Control

Ensures the practicability and reliability of products with rational design and customer demands at the beginning of products development. Tests every sample and detects every flaw in the design stage prior to mass production.

2. Mass Production Quality Control

Reviews and analyzes the data collected while monitoring production to improve quality, increase yield and minimize postponement incidents.

3. After Sales Quality Control

Consistently utilized in the development of new products based on customers' feedback and market data.

The Key to Our Success is LUMI Team



- R&D Team

- **30+** engineers with **10+** years experience
- **100+** patented products
- **1000+** products awards high reputation among **400+** customers in **103** countries longer than **5** years
- Move forward by attending regular trainings and advanced studies

- Quality Team • **45+** QA/QCs in every step of quality control process

SQE • Coordinates process improvements to the qualification & production requirements of factories

PQE • Product quality planning and verification
• Deal with customers' complaint

IQC • Incoming materials quality control

IPQC • In-process quality control

FQC • Inspect on finished products before storage

OQC • Loading monitoring & Cargo examination



Qualified In-house Manufacturers

LUMI



amfori BSCI
Trade with purpose



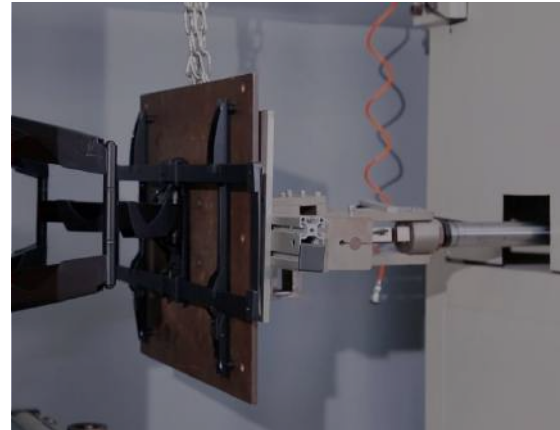
- Comply with **<Agreement of Environmental Protection>**
- Export commodities comply with
RoHS, REACH, CA65, PAHs, CPSIA, POPs, TSCA TITLE VI
- Packaging materials comply with
REACH, 94/62/EC and TPCH
- Electrical and electronic products are approved with **CE** certificate.
- Conduct systematic maintenance and inspection on the equipment

Professional In-house UL/TUV Witness Test Labs



Life Test

- For Mount
- For Standing Desk
- For Gas Spring



Load-Bearing Test

- Wood Stud Wall
- Concrete Wall
- Wooden Wall



Safety Test

- Salt Water Spray Test
- Temperature Test



Click to visit our labs:

<https://youtu.be/FMumEOKvams>

Professional In-house UL/TUV Witness Test Labs

Transport Conditions Test

- Paperboard Burst Strength Test
- Transit Test
- Carton's Crush Resistance Test
- Carton Drop Test

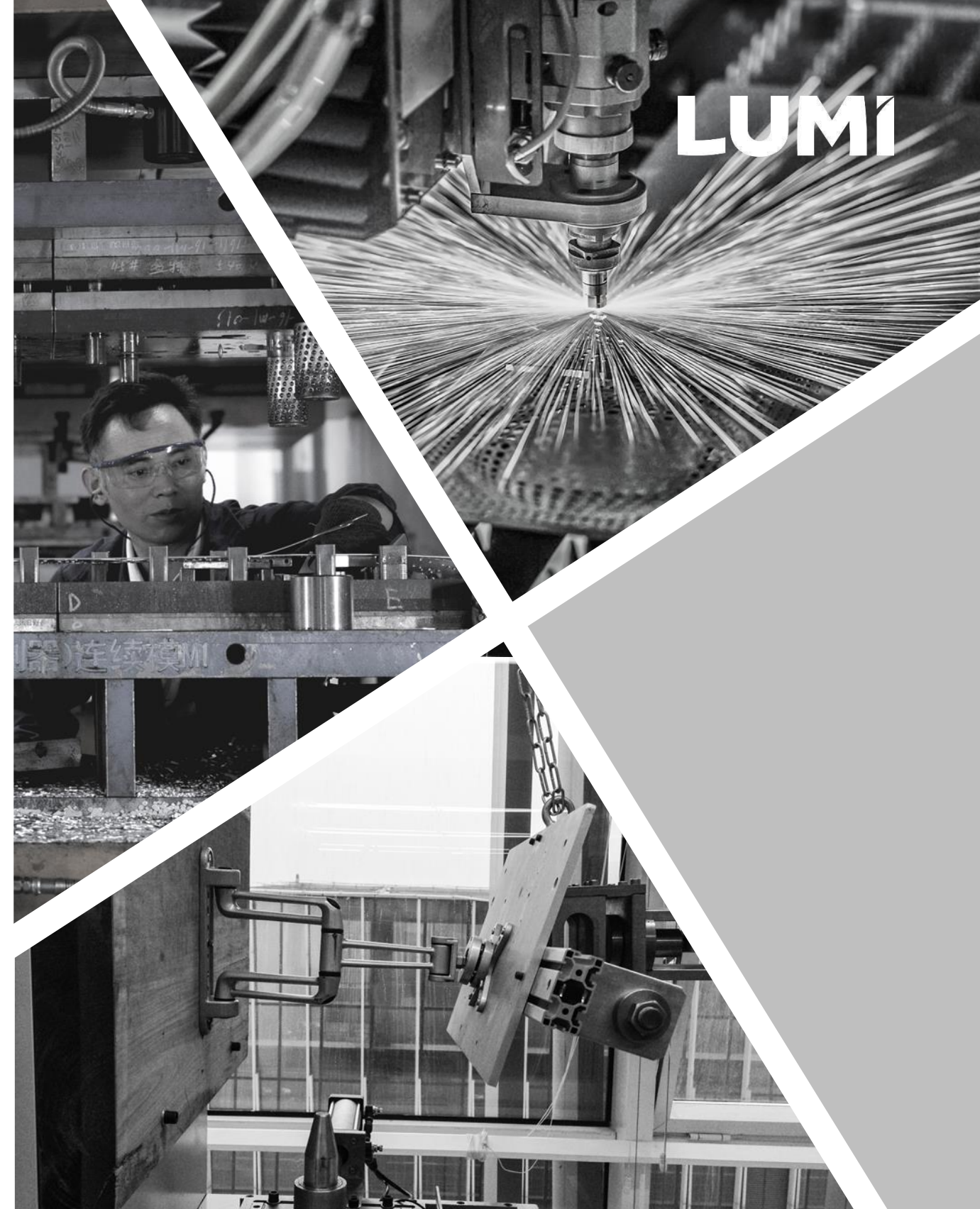


What Are We Doing For Production?

LUMI's quality control process unites three steps of

- **New Product Development Quality Control**
- **Mass Production Quality Control**
- **After-Sale Quality Control**

to ensure products quality from the concept to completion.





Launch the Project

R&D team work with in-depth analysis to avoid unreasonable design



Prototype Test

Test the functionality and reliability of samples in full depth.



Mold Sample Test

Test the functionality and reliability of samples in full depth.



Pilot Production

The final step before mass production



Trace First Feedback

Trace customer feedback about new samples to improve the quality



Project Completed

Review and solve all problems in the whole develop stage to ensure mass production



New Product Development Quality Control

Four-stage Preproduction Sample Testing



Prototype Test

- Function test
- Load capacity test
- User experience



Mold Sample Test

- Function test
- Load capacity test
- Package test
- User experience



Assessment of Pilot Production

- Trace & solve the problems to ensure mass production



Internal User Experience

- Collect users' feedback about new samples to improve the design and quality during the whole stage

Product Development Quality Control

Three-step selection for an optimal manufacturer of the new product



01

Research

- Hand out questionnaires to the potential suppliers to collect the information for selecting
- Conduct on-the-spot investigation

02

Selection

Staff

- Number of employees
- Skill level of employees
- Training arrangements

Facility

- Capacity of testing
- Capacity of production
- Maintenance

Abilities & Experience

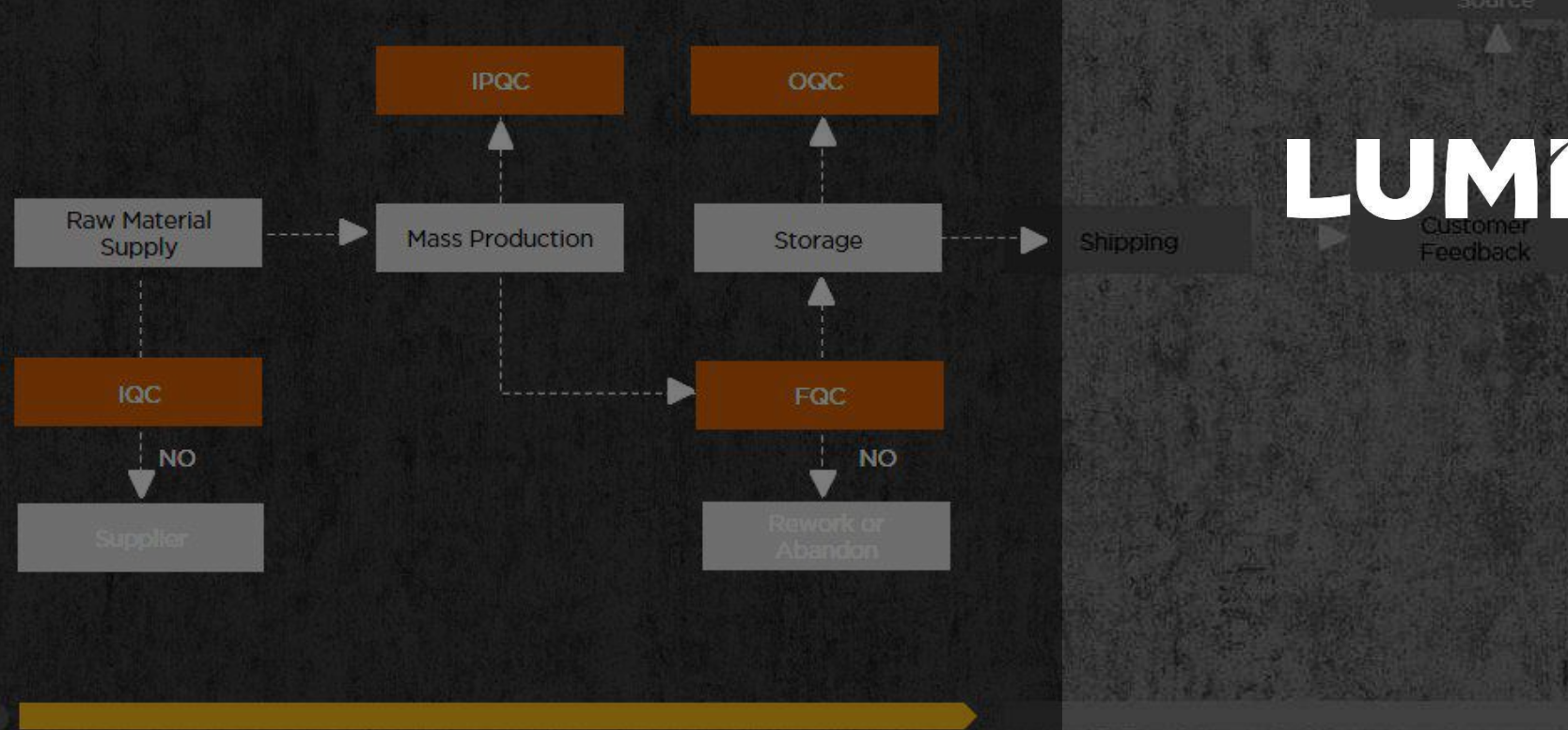
- Ability to develop new product
- Ability of after-sale guarantee
- Qualifications
- International cooperating experience

03

Guidance

- SQE team conducts 6S management guidance
- Carry out periodical scrutiny and assessment on manufacturing elements.

Mass Production Quality Control



Incoming Quality Control

We not only select about distributors, but also about incoming materials



In-Process Quality Control

Inspections will be done in various forms during in-process production



Finished Quality Control

When finished, product and packaging will be inspected



Outgoing Quality Control

The last inspection before shipment



LUMI

Mass Production Quality Control

Incoming materials quality control



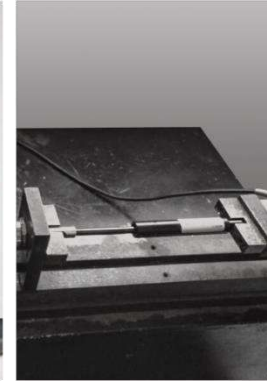
Metal Components

Pass the Salt Water Spray Test to avoid corrosion



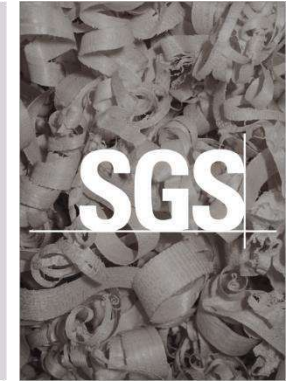
Gas Spring

Pass the strength test to approve the performance



Quality MDF Board

EPA TSCA TITLE VI Certificate for approving



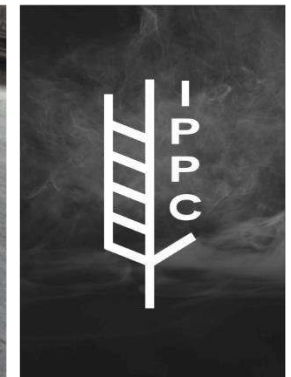
Color box

Use standardized color card to control the color difference



Wooden Pallet

IPPC certified to ensure the transport security



Mass Production Quality Control

In-Process Quality Control



Keys to Secure Quality:

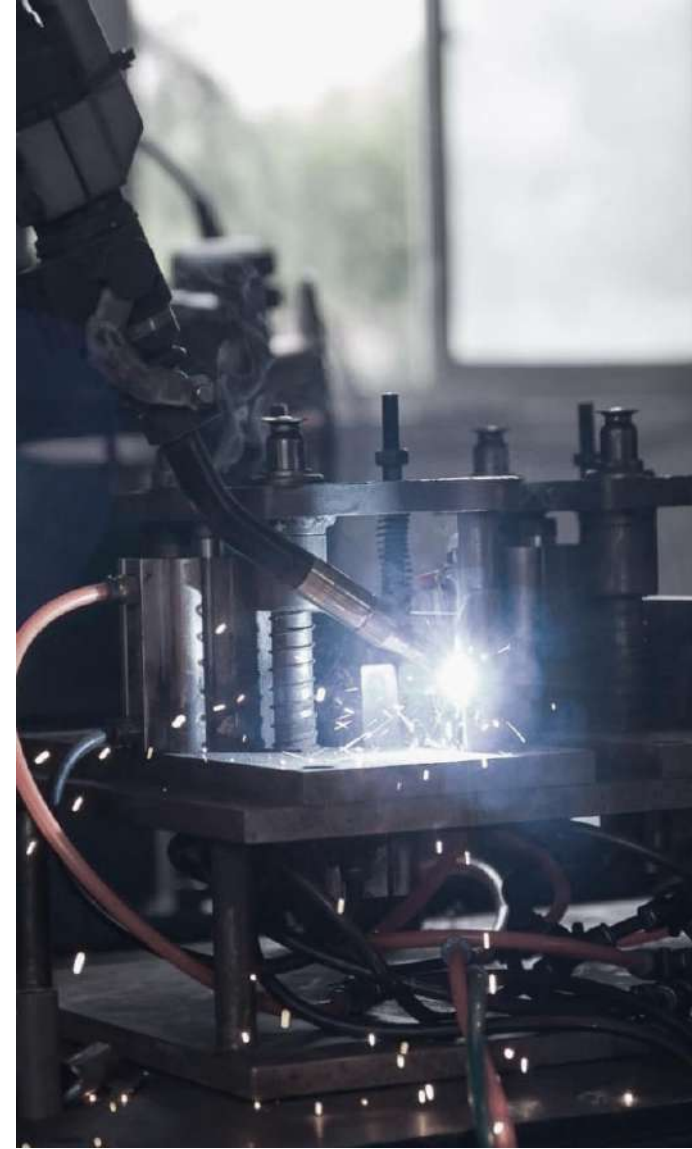
- Implementing 6S management
- Complete SOP in each process
- IPQC inspection during the whole production
(First article – Routing – Final)

- Highly Trained Employees to ensure the product quality

Mass Production Quality Control

In-Process Quality Control - 6S Management

LUMI



Mass Production Quality Control

Finished Quality Control

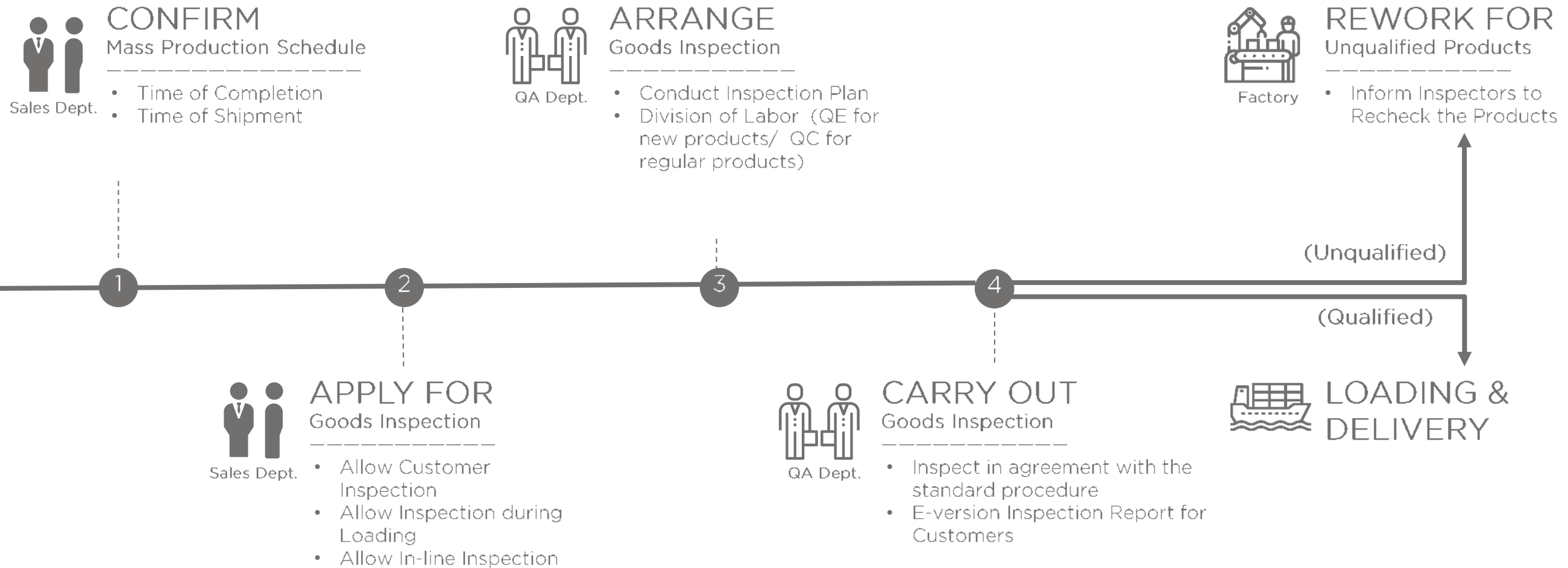
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Before warehousing,
the finished products need to be
spot checked according to
AQL standard.

Mass Production Quality Control

Outgoing Quality Control



After-Sale Quality Control

Raw Material Supply

IPQC

OQC

Storage

Shipping

Customer Feedback

Tracing the Source

IQC

FQC

NO

NO



Team Approach

- Describe the problem
- Based on the principle of 8D Problem Solving



Define & Verify Root Cause

- By asking the question "Why?" many times to drive to the underlying root cause
- Verify the effectiveness and the results of the actual or pending implements



Prevent Recurrence

- By modifying management and operating system

1

2

3

4

5



Interim Actions

- Take immediate actions within 48hrs
- Reply to customer within 72hrs



Permanent Corrective Action

- Eliminate root cause and correct products already produces

What Are We Doing In General ?

We not only deal with current questions but also

- **Formulate predictive solutions and future plans**
- **Build a database for reviewing**
- **Conduct regular training and advanced studies**

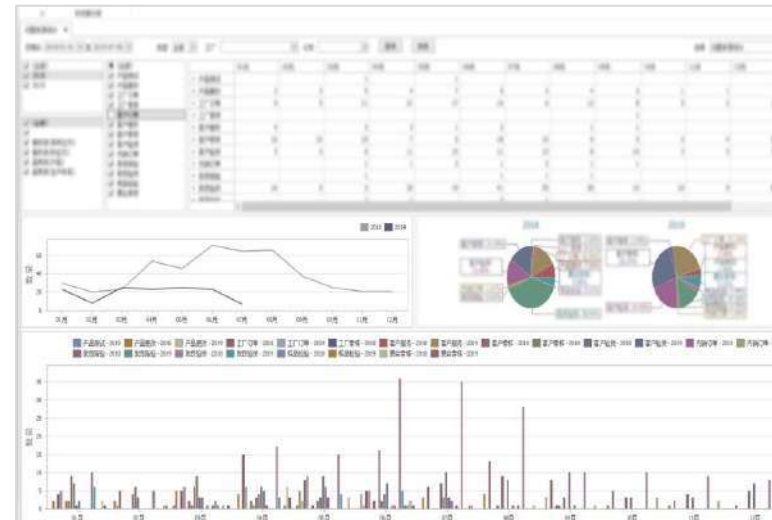
to ensure goals will be met.





Periodic Review

Periodic meeting
(monthly, quarterly, semi-annually and yearly)
will be held
to analyze the statistics and
formulate the periodic improvement plans.



A Database of Quality Control

Graphic statistics give a clear reflection
on current quality control situation



Regular Trainings

- Skill Training
- New Product Training
- Quality Standard Training

**As a customer of LUMI,
you will always be
informed**



**Customer
In-line Inspection**



**Customer
OCQ Inspection**



**Customer
Supervision of Loading**



**Customer
E-version Inspection
Report of OQC**



Choose LUMI,
Your Reliable Business Partner.

We commitment to
products and services with quality assured.

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