



Proving product quality with SATRA laboratory accreditation

Customers appreciate quality – and this can be crucial when deciding whether or not to remain loyal to a brand. Product testing plays a vital role in the control of product quality and in-house test facilities are seen as a smart move by modern manufacturers.

SATRA Technology Centre, the world's leading research and test organisation of its kind, has developed a comprehensive accreditation programme that demonstrates a company's commitment to high and consistent product quality through in-house testing.

The programme is now recognised throughout the footwear and leathersgoods industries worldwide and plays its part as a stamp of *quality authority* between parties doing business together down the supply chain and out to retail and consumer. For instance, manufacturers and material suppliers benefit from being able to present meaningful and accurate test data; resourcing companies benefit from a more reliable evaluation of products and general improvement in quality and fitness-for-purpose.

A SATRA Accredited Laboratory certificate on the wall has proved a major selling point in helping to attract and retain customer orders.

To achieve this accolade, the in-house laboratory has to be well controlled with responsibilities within the laboratory clearly defined. The quality system, the equipment, the environment and the staff have to prove to be of a very high standard, and regular SATRA audits ensure an on-going commitment. The accreditation is based on the essential elements of ISO 17025 *General requirements for the competence of testing and calibration laboratories*.

The global list of current SATRA accredited laboratories, and the tests they are certified to carry out, can be found at www.satraproducts.com

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NOTES TO EDITORS: SATRA is the world's leading research and technology centre of its kind and employs more than 180 scientific, technical and support staff across two sites in the UK and a China office. SATRA was formed in 1919 to serve the footwear industry but has since expanded to serve other consumer industry sectors including furniture, safety products, clothing, floorcoverings, leathersgoods and fabric care. SATRA is also a Notified Body for the EU Directives on personal protective equipment, toys, medical devices and construction products. The centre's activities include research, material and product evaluation, management systems and consultancy, international quality systems, quality assurance, publications, information services and the production and sale of test equipment. SATRA's membership now covers 1,600 companies in over 70 countries.