



Policy on Quality Control Procedures (Q.C.P.)

Overview

Jambohut recognises and shall implement procedures which are intended to control the quality of each and every product. It recognises the primary importance of a quality product not only for that first sale but more importantly for future sales. Our responsibilities include not being an "overnight wonder", only by building a reputation including supplying products of quality do we sustain ourselves.

As a wholesaler we have a responsibility to ensure that our customers (retailers) as well as end consumers require and receive products which are of good quality, lasting and value for money.

As a fair trade importer we also recognise that by requiring products of quality from our supplying co-operatives we are assisting them in providing longevity to their labours. This is not an easy concept to instil and yet worthy of endeavour.

Jambohut also recognises that all of the products from our supplying co-operatives are hand produced using artisans skills and knowledge. Bespoke in nature and not identical. They are however similar and it is this similarity that these procedures are designed to identify and thereafter maintain.

This addendum is to be added to all contracts

Implementation, Aims & Goals

IT IS AGREED that the following procedures form part of the ongoing contracts between Jambohut.com Limited with Jambohut Kenya Limited (Jambohut) and any supplier of goods (The Producer) with whom The Company has contracted to purchase goods.

In the matter of **QUALITY CONTROL, at the point of manufacture** (for Quality control post manufacture - see Quality Control Modus Operandi document) the following practices shall be undertaken and adhered to at all times now and in the future;

1. That Jambohut will choose one product from each of the product range manufactured by the producer as being of an approved shape, size, standard, finish quality and design.

2. That the chosen and approved item shall be held at the place of production in a special safe place and it shall be fixed in this position.
3. It shall at no time be moved, sold or altered in any way.
4. The purpose for the open display is in order for individual producers and their members to have a minimum guideline to judge their produce against BEFORE passing their goods over to Jambohut for approval and acceptance.
5. These display items shall be called **the benchmark items**
6. That all products manufactured by the producers shall measure up in all respects to the benchmark items. Any products being as good or better than the benchmark item shall be passed to Jambohut for approval. Any product not being as good shall be rejected by the producers and sent back to the manufacturer or individual member for corrective work. This is called the **benchmark test**.
7. In any event Jambohut reserves the sole right to accept any or reject any item it sees as unfit for purpose for any reason.
8. That the committee shall appoint one member to act as benchmark officer. This person shall be responsible for ensure that the quality of products passed forward for approval by Jambohut have already passed the benchmark test
9. It is accepted and agreed that Jambohut needs to maintain receipt of a quality and saleable product and that consumers purchasing the products deserve to have available quality assured items. It is also accepted and agreed that products rejected by Jambohut as not measuring up to the benchmark are a waste of the time and money and materials of the producer and it is in the producers best interest to produce items of increasing quality.