

Our support to import from EU to China (for Chinese companies)

我们帮助中国公司进口欧洲产品

We develop and manage supply chain for our Chinese customers according to the following phases:

我们帮助中国客户按照以下步骤构建和管理进口供应链:

1. **Quotation Request** (it is also called RFQ phase, “Request For Quotation”).

1. **询价** (又称 RFQ, 意为 “请求报价”).

During this “RFQ” phase we do all tasks necessary to search for potential suppliers or factories in Europe, and collect information and evidences through our networking, Internet and our data base to provide a detailed “RFQ” report to our CUSTOMERS. Such report consists of comprehensive benchmarking survey, providing information about price, range of products, standard payment terms, Minimum Quantity Order, technical specifications and other customer requirements. The information sources are e-mails from suppliers contacted, internet surfing, specialized browser well accessible in Europe and visits to exhibitions of specific fairs.

在 “RFQ” (询价) 阶段, 我们会根据我们的知识、经验、对欧洲市场的熟悉程度, 利用我们多年积累的人脉关系、互联网、公司已有的供应商资料库, 以及其它一切可以利用的资源、手段, 帮助我们的中国客户搜索寻找开发客户所需要的欧洲供应商或厂家, 并最终会整理提供给客人一份详细的 “RFQ 报告”。这份 RFQ 报告里有全面的候选供应商标杆比较调查分析 (benchmarking), 其中包括各候选供应商的报价、产品范围类别、相应的付款方式、最小起定量、详细产品技术参数说明, 以及客户所要求得到的其它信息。所有以上信息均来自于已联系供应商的邮件、互联网查询、专门链接欧洲采购市场的浏览搜索器以及各种欧洲出口展会。

We have a very strong networking in Spain from our Head office based in Barcelona and we can provide trusted suppliers. Additionally SC&COE shall also provide conclusions and clear recommendations to CUSTOMER according to previous experience and knowledge by SC&COE to ensure that CUSTOMER shall have the accurate information to take the best decision.

我们的总部座落于巴塞罗那, 在西班牙我们拥有强大的人脉网络和资源网络, 我们能够为客户提供可信的欧洲供应商。另外, 除了提供上述所说的详细潜在供应商报价分析报告, 我们还会根据我们 SCC&COE 团队多年的经验直接给客户id提供基于我们严谨分析上的结论与建议, 以让客户在我们提供的准确信息上更好地做出决定。

SC&COE shall not ever add any cost, commission or service cost on price provided in suppliers’ quotations. No commissions or mark-up will be added, so quotation provided will be the price directly supplied by supplier (FOB or any other INCOTERM). Our CUSTOMER shall always have access to all supplier data to contact directly if necessary.

SC&COE 从来没有也从来不会在供应商提供的原报价上加上任何的差价、佣金、提成或是 “服务费用”。因此客户所收到的报价将会是供应商提供的原始报价。我们的客户从来都可以随时随地直接接触到供应商的所有信息, 所有交流都会在三方之间绝对透明地运行, 必要时客户可以直接联系供应商了解项目进展情况。

CUSTOMER shall have the right to commission next phases to SC&COE keep working on the supply chain development according to conclusions during RFQ phase, so that the CUSTOMER shall not have any commitment with SC&COE in next phases.

客户可以根据自身不同阶段的需要或是根据第一阶段 “询价” 阶段所得结果去判断是否还需要授权 SC&COE 继续进行供应链构建的第二第三和第四阶段。SC&COE 并不会硬性要求客户务必把所有阶段捆绑在一起。

2. Samples Approval (it is also called RFS phase, “Request For Samples”).

2. 批样 (又称 RFS, 意为“请求样品”)。

If the above mentioned “RFQ” phase is successful for CUSTOMER then it is highly recommended to confirm quality standard of products quoted by the most interesting suppliers according to the RFQ Report. Then, as per CUSTOMER’s request, SC&COE shall place samples order to the eligible suppliers in order to test samples and duly confirm quality requirements agreed with CUSTOMER previously in RFQ phase.

如果客户觉得第一阶段 (RFQ-询价阶段) 所得到的结果是成功可行的话, 我们将建议客户继续执行第二阶段 RFS-请求样品, 也就是对客户最感兴趣的供应商所报价的产品进行样品质量检验、评估、比较、分析。在这一步, 我们会根据客户的要求, 在 RFQ 报告当中选取客户感兴趣的供应商, 向他们下取样品订单 (要求他们提供报价里我们所需要的样品), 然后我们对样品进行测试检验, 分析比较各供应商产品的质量表现, 也由此最终正式确认客户对此产品的所有详细质量要求。

SC&COE shall run inspection on samples with their own resources so additionally it is possible to place testing service order at external qualified labs in Spain and send samples wherever it is required by the CUSTOMER in China.

我们 SC&COE 会运用我们自有的所有资源对供应商样品进行详细、谨慎、专业的质量检验, 必要时也可能会把样品送到西班牙权威的第三方检验机构进行检验测试。我们会对此样品向客户出具客观、详细、专业的 RFS 报告, 即样品检验报告, 最后会根据客户的具体要求把样品送到国内任何地区的任何客户手上。

The final aim of RFS tasks is to confirm accomplishment of quality and technical specifications of products quoted by suppliers.

“RFS” 批样, 简单来说, 这个阶段的最终目的就是对供应商报价里所提供的产品的详细技术参数以及它的整个完成质量水平去进行检验、鉴定、确认。

3. Pre-order technical visit for supplier assessment (it is also called PTV phase).

3. 供应商评估-订单前工厂技术审核 (简称 PTV).

Once we have got clear information about purchasing terms (RFQ report) and quality approval of samples (RFS report), then it is highly recommended to visit supplier’s facilities to check capacity, technology capability and constrains, organization, responsiveness, quality assurance, detailed purchasing agreement and final business negotiation. This visit is previously prepared with specific documents like questionnaire, check-list and objectives agreed with CUSTOMER. After that visit, SC&COE shall release detailed report with conclusions and recommendations as well.

一旦 RFQ 和 RFS 两个阶段中所得到的结果都为客户所满意, 或者简单来说, 当报价和样品质量都没有问题的话, 我们将建议客户进行第三阶段——参观供应商工厂设施, 审核供应商工厂产能。通过这一步, 我们可以了解到该供应商工厂的技术能力和不足之处, 了解它的内部组织架构, 反应效率, 品质保证; 还可以面对面商榷采购合同以及进行最终的商业谈判。这个审核并不只是形式上的一个参观, 而是真正正实事求是地根据事先准备的相应详细文件, 如审核目的、调查问卷、检查清单, 还有客户要求审核的或者 SC&COE 与客户之间所商量同意的其它审核内容。在参观、审核结束后, SC&COE 会向客户和/或供应商发布工厂审核报告, 报告里面会有我们 SC&COE 最终的供应商评估结论以及我们关于供应商筛选的最终建议。

Such PTV report shall be released to CUSTOMER within the next 10 days after last visit scheduled, anyhow, during the visits quick reports by e-mails, phone call and conference call will be done in order to update to CUSTOMER quickly.

我们会在工厂参观结束后的 10 天内把这样一份供应商评估最终报告发布到客户手中。同时在参观审核的过程中或刚结束后, 我们会马上用邮件、手机、视频会议等其他可能的即时通讯工具即时给客户汇报、更新最新情况和大概结论, 因此客户可以随时随地了解到这个阶段的进展情况。

4. Production validation and Pre-shipment Quality Control Inspection (PV or PSQCI).
4. 生产确认和出货前质量检验 (简称 PV 和 PSQCI)

Once the CUSTOMER places the Purchase Order to supplier, it is recommended us to follow up of production to fix any technical or/and business issues, always well-coordinated with the management team of the CUSTOMER. Additionally, we will support on logistic procedures with local forwarder when necessary to assure right delivery on time and the safest and cheapest cost for our CUSTOMER.

当客户向供应商下了采购订单后，我们 SC&COE 将会主动地对供应商的大生产进行严密跟进，随时帮助解决订单中出现的技术上的或是商务沟通上的问题，而在整个过程当中我们也会协助、配合客户管理团队的任何需求。另外，在出货物流程序上，我们也会配合、协助、帮助本地货代，尽一切努力让货物能够以最快、最准时、最安全、最低成本送到客人手上。

Just before shipment, when production is ready to ship, then SC&COE team shall run quality inspection (PSQCI) at supplier site to assure no critical or major quality issue. Just in case we find out any blocking non-conformity, we will immediately report to CUSTOMER, work out and discuss corrective and preventive actions, and even we will negotiate any compensation due to delay or damages to CUSTOMER in the same way as the owner of our CUSTOMER company could do.

当供应商完成大生产、准备出货的时候，我们 SC&COE 团队会到供应商工厂里对已经全部准备好的货物执行出货质量检验 (PSQCI)，以保证这票货没有问题（没有严重问题，没有大问题，小问题与客户商量后再作决定）。倘若在出货质检中我们发现影响出货的大问题，我们会立即向客户报告，立即与供应商研究制定关于此问题的解决方案以及预防方案，甚至必要时我们会与供应商谈判相应赔偿事宜尤其是在质量问题严重或交货延误严重或因类似问题造成客户损失的情况下。总而言之，我们服务于客户，我们属于客户，我们“等同于”客户，所以维护客户的利益也是维护我们自己的利益。



