

NEWSLETTER

August 2015

Visit to China to improve our massagers

For years I've been dealing with a factory in China who have helped develop and build my massagers. I had never visited there though. This year my wife Annette and I combined a honeymoon with business having a visit to China that included spending several days with the factory Export Manager. It was very worthwhile being able to understand their issues with production and quality control, and make some positive changes to improve our massagers. The Export Manager is now taking a more personal interest in the production of my massager, visiting the production area several times checking things on my behalf. Previously the final inspecting and testing was done by a couple of the lowest skilled workers. There was no incentive for them to do a good job, and no way to tell who was responsible if something was missed. Now the final checking and inspection is done by a single high skilled worker who happens to be the Export Manager's relative, and we have put in place incentives pending on my customers being very happy with their massagers. We have just taken delivery of the first shipment done in this manner and look forward to being able to supply a consistent high quality product.

Checking and testing

To the right is a picture of the factory Export Manager's relative checking and testing our massagers. They are plugged in and left running for 15 minutes. The relative then inspects each one and puts it through a series of tests. Here he is applying pressure to the head while closely listening to the massager.

Sight seeing

Our trip to China wasn't all business. My wife Annette and I also fitted in some tourist and sight seeing activities. Below is a picture of one local site, and of a local we saw.

