



Shenzhen Watch & Clock Quality  
Test Centre

## Background

Shenzhen Watch & Clock Quality Test Centre (SWQC), one of the public technology service providers for the watch industry, was established in August, 2004 with the support of the Shenzhen government. SWQC specializes in quality testing of watches and clocks. In November 2005, SWQC was recognized by CNAS for the proficiency of its test and calibration laboratories, and became a member of CNAS. (Authorized Institutions Certificate: Number L2363)

SWQC has the world's most advanced and specialized test equipment, imported from foreign countries, including Switzerland, Germany and Japan. Customers include watch manufacturers, watch suppliers, buyers and government departments. SWQC's corporate standard is "scientific, fair, accurate, honest." SWQC provides accurate test data to all clients, resulting in significant contributions to the development of watch industry.

## Critical Issue

When purchasing from foreign suppliers, SWQC encountered the following problems for which they needed solutions:

- Often it was necessary to manually record and update a large amount of foreign supplier information in spreadsheets
- Too much time was unnecessarily spent on the process of making purchase decisions and getting purchase contracts approved, resulting in poor communications and the delay of purchase executions
- Inconsistent supplier contacts, warranty agreements and invoices due to the lack of a standard approach

## Solution Needed

In order to improve foreign purchase efficiency, SWQC very much needed an intelligent supplier management solution to:

- Record and update a large amount of supplier information efficiently
- Manage information and workflow for purchase decision-support and approval
- Coordinate their supplier contacts, warranty agreements, deliveries and payments on a common platform

## We Provided

Supplier Management features provided by 8thManage TOM software helped SWQC achieve these goals.

### Result

- 8thManage TOM is now the standard platform for supplier management for SWQC. All supplier information can be recorded in a consistent manner and updated in real-time, which tremendously increases recording and keeping efficiency
- Time spent in purchase-decision making and purchase contract approval has been greatly reduced due to the real-time notification mechanism provided by 8thManage
- All supplier contacts, warranty agreements and invoices are managed on a real-time platform, which facilitates the execution of foreign purchases