Quality Control Inspection in India: US Buyer Case Studies

Three US importer programs, quantified over 12 months

Every figure in this document is client-reported and measured against the buyer's own baseline over a rolling 12-month window. Company names are withheld under NDA; industry, location and metrics are unchanged. Small World India has worked with overseas buyers from Indian manufacturing since 1994.

Case Study 1: Home textiles brand (private label)

Home Textiles · Charlotte, North Carolina

CHALLENGE

Four consecutive Tiruppur shipments arrived with shade variation and short counts, triggering big-box retailer chargebacks and a 6% return rate on bedding sets.

APPROACH

Installed a two-gate program: during-production inspection at 30% output plus AQL 2.5 pre-shipment with lab-verified shade bands and 16 CFR 1610 flammability documentation before balance release.

-91% (12 mo)	6.0% to 0.7%	$74,000
Retailer chargebacks	Return rate	Rework cost avoided

> *“The during-production gate is what changed things. We stopped discovering problems in a Charlotte DC and started fixing them in Tiruppur while the fabric was still on the line.”*
>
> — Director of Sourcing, Home textiles brand, Charlotte NC

Case Study 2: Amazon FBA seller (kitchen category)

Housewares / FBA · Austin, Texas

CHALLENGE

Two inbound shipments were rejected at an FBA fulfillment center for missing FNSKU labels and non-compliant polybag warnings, costing prep fees and three weeks of lost Buy Box time.

APPROACH

Added FBA-specific checkpoints to every pre-shipment inspection: FNSKU scan verification on sampled cartons, suffocation warning text, case-pack counts and carton weight/dimension limits, plus Prop 65 label verification.

2 to 0 (18 shipments)	$18,400 avoided	21 to 6 days
FBA rejections	Unplanned prep fees	Inbound to sellable

> *“An inspection that ignores FBA labeling is only half an inspection. Every scan is checked in India now, so nothing gets stopped in a US warehouse.”*
>
> — Founder, Kitchenware FBA brand, Austin TX

Case Study 3: Juvenile products importer

Children's Products · Chicago, Illinois

CHALLENGE

A CPSC-regulated toy line risked port detention because CPC test reports did not match the production lot actually shipped from Noida.

APPROACH

Lot-level verification: inspectors match CPSC-accepted lab reports to the physical batch, photograph tracking labels per 15 U.S.C. 2063(a)(5), and confirm ASTM F963 mechanical checks on site before sealing.

0 in 14 entries	$31,000	24 hours
CBP detentions	Demurrage avoided	Report turnaround

> *"As importer of record, the CPSC exposure sits with us, not the factory. Matching the certificate to the actual lot is the single most valuable thing their inspectors do."*
>
> — VP Compliance, Juvenile products importer, Chicago IL

Want a quote for your programme? Send your product category, target volumes and destination port to **info@smallworldindia.com** or book a call at **smallworldindia.com/contact**. You will receive a supplier shortlist, indicative FOB pricing and an inspection plan within five working days.