Third-Party Inspection in India: US Buyer Case Studies

Independent inspection outcomes for US importers

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: Outdoor furniture retailer

Furniture · Atlanta, Georgia

CHALLENGE

The previous inspection provider was introduced by the factory. Three passed shipments arrived with weld failures and mismatched powder-coat finishes worth $210,000 in markdowns.

APPROACH

Switched to fully independent inspection with inspector rotation, randomized carton selection and reports issued to the buyer before the supplier sees them, plus on-site load and stability testing.

8.4% to 0.9%	-$186,000	3 of 22
Defect escape rate	Markdown losses	Lots held before payment

> *“The first honest report told us to hold payment on a container the old inspector had passed. That single call paid for two years of inspections.”*
>
> — Head of Merchandising, Outdoor furniture retailer, Atlanta GA

Case Study 2: Industrial fastener distributor

Engineering Goods · Cleveland, Ohio

CHALLENGE

Dimensional drift on threaded components from Ludhiana was only detected after parts reached US customers, causing warranty claims and a lost OEM account.

APPROACH

Pre-shipment gauge verification against approved drawings, material test certificate cross-checks, and container loading supervision so the inspected lot is provably the shipped lot.

-78%	$52,000 saved	82% to 97%
Warranty claims	Annual claim cost	On-time OEM delivery

> *“Loading supervision closed the loop. We now know the cartons inspected are the cartons in the container, sealed with our photo record.”*
>
> — Quality Manager, Fastener distributor, Cleveland OH

Case Study 3: Apparel wholesaler

Apparel · Los Angeles, California

CHALLENGE

Split orders across four Delhi NCR vendors made quality wildly inconsistent, and the team could not travel to India often enough to police it.

APPROACH

Standardized one written AQL 2.5 checklist across all four vendors with named-inspector reports and a shared defect scorecard reviewed monthly with the buyer.

61% to 93%	**-$44,000**	**Monthly**
First-pass inspection rate	Air-freight rescues	Vendor scorecard cadence

> *“One checklist, four factories, one scorecard. It turned a subjective argument into a number we can manage from LA.”*
>
> — Sourcing Director, Apparel wholesaler, Los Angeles CA

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.