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# Computer Products

December 2014

# Mini PCs

Dongle types gain popularity





#### **Laptop bags**

Makers prioritize userconvenience, protection page 28



#### **New products**

ATX motherboard Offline UPS Wired gaming keyboard Android 4.2 tablet PC Computer case



## How to use this Digital Magazine

#### How to navigate the magazine

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Listing of key sections including editorial articles.



#### **Product Index**

Find featured suppliers by product category.

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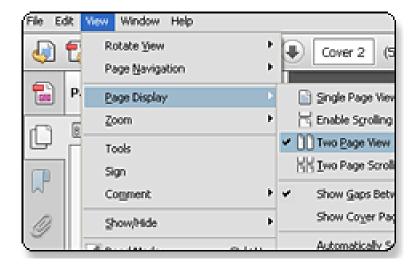




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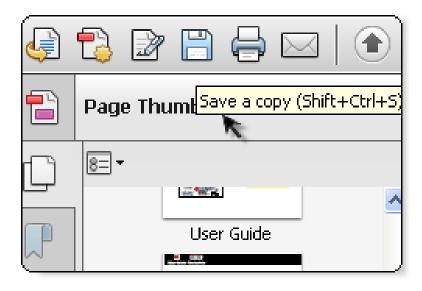
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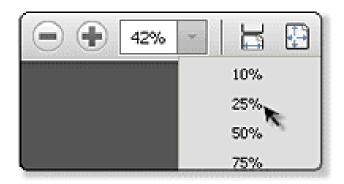
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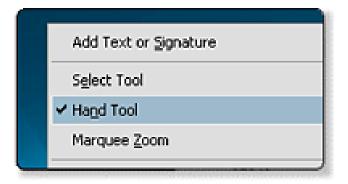


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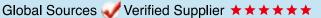
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- Metal housing



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- 2GB RAM and 32GB ROM optional
- 3G and GPS functions
- 2MP front and rear cameras



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- Private mold used
- Connect to a keyboard for a laptop-like performance

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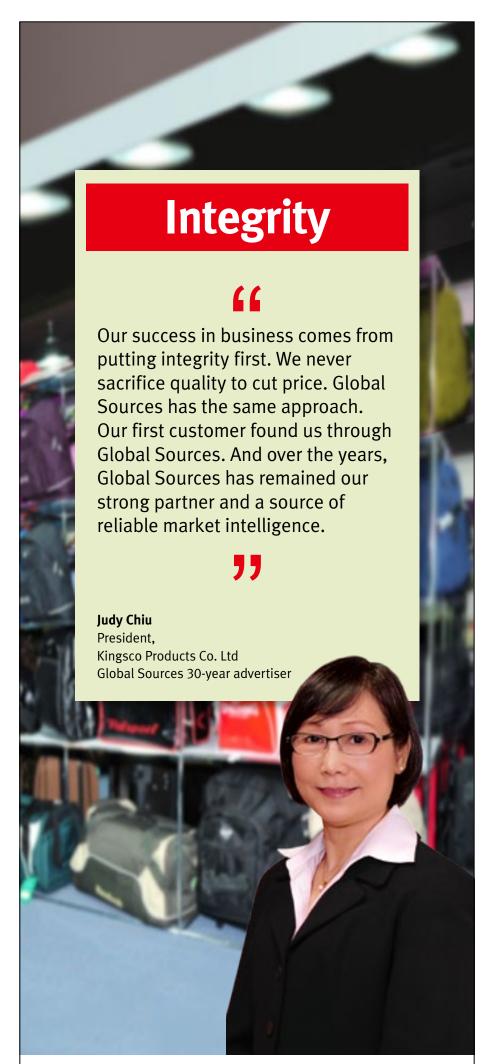
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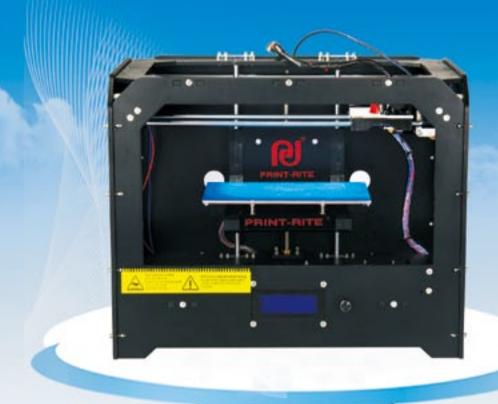
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# Computer Products

#### **COVER STORY**



On the cover: Mini PCs from Shenzhen Junfirer Technology Development Co. Ltd and Shenzhen Sunchip Technology Co. Ltd, page 20; laptop bag from Yiwu O'Lay Bag Co. Ltd, page 28; offline UPS from Shenzhen Deli Battery Co. Ltd and H55 ATX motherboard from Shenzhen DJS Co. Ltd, page 31; wired gaming keyboard from Starwave Technology Co. Ltd, page 34; all of China

# Mini PCs Dongle units that adopt multiple chipsets and

Dongle units that adopt multiple chipsets and suit different OS are gaining popularity.

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The latest computer products and peripherals, including:	

Offline UPS with anti-interference, low-radiation housing
H55 ATX motherboard for LGA1156 Intel Pentium G

Water-resistant wired gaming keyboard

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## Track buyer and supplier trends for high-demand products

Online metrics are taken from buyer and supplier activity in hundreds of high-demand product groups on www.globalsources.com.

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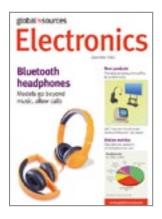
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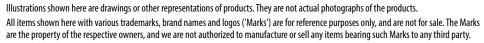
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#### Cover Story: Mini PCs

# Dongle types gain popularity

Makers are launching more compact units that can be easily attached to various computer systems. Many adopt multiple chipsets and suit Windows, Linux and Android.



#### Android 4.2-based

#### **Dongguan Sonicway Electrical Appliance Co. Ltd**

\*\*\*

Android 4.2-based CR9-X model from Dongguan Sonicway uses an RK3188 Arm Cortex-A9 1.8GHz quadcore CPU and an AMD Z430 Open GLES2.0 or Mali-400 Open VG1.1 500MHz quadcore GPU. The mini PC has a 2GB DDR3 RAM, 8GB flash memory, and supports Broadcom AP6210 2.4GHz Wi-Fi. The 110x40x10.5mm unit comes with male HDMI, microTF card and multiple USB ports.

#### **GET PRICING**



#### **Customizable functions**

#### Shenzhen Junfirer Technology Development Co. Ltd

\*\*\*\*

The functions of Shenzhen Junfirer's JFTC100-W model can be customized. The chipset choices range from single-core 1.5GHz to quadcore 17GHz types. The mini PC is compatible with different OS, including Windows XP, 7, 8 and Linux, and supports Microsoft RDP protocol, Citrix, VMware and Spice. The energy-efficient unit adopts a solid state drive for enhanced stability. Its startup interface can also be buyer-specified.

#### **GET PRICING**



#### 4.5mm-thick aluminum housing

#### Shenzhen Realan Computer Products Co. Ltd

\*\*\*\*

Shenzhen Realan's LR-1037UN model comes with a 4.5mm-thick aluminum housing, and utilizes Intel C1037U 1.8GHz dual-core CPU and HD Graphics 2000 display card. The 200x44x200mm mini PC supports 2x2.5in HDD and incorporates two Wi-Fi ports. Mini solid state drive is optional. The unit uses an LR120500 12V5A adapter, and suits home theater, games and office applications.

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View related products: All-in-one PCs, desktop computers, HTPCs











#### **Ubuntu Linux OS**

#### Shenzhen Rikomagic Technology Co. Ltd

#### \*\*\*\*

The MK802IV LE-1 model from Shenzhen Rikomagic runs on Ubuntu Linux OS and is HDMI- and DVI-compatible, providing 1080-pixel multimedia digital display. It adopts a 28nm Rockchip 3188 Arm Cortex-A9 1.4 to 1.6GHz quadcore CPU and a Mali-400 MP4 OpenGL ES 2.0 or OpenVG 1.1 533MHz 2D/3D GPU. The mini PC has a 2GB DDR3 RAM, 8 or 16GB flash memory and up to 32GB TransFlash. The device supports Bluetooth, Flash 11.1 and up, and 802.11 b/g/n.

#### **GET PRICING**

#### Supports Netflix XBMC, DLNA

#### Shenzhen Shiningworth Technology Co. Ltd

#### \*\*\*

Shenzhen Shiningworth's model U2D-1-1-1-1-1 Android 4.2-based mini PC runs on AML 8726 MX 1.5GHz dual-core CPU and Mali-400 dual-core GPU. The 66x66x16mm unit has a 1GB DDR3 RAM, 8GB NAND flash and two high-speed USB 2.0 ports. It supports RJ-45 10/100M LAN Ethernet, FAT16, FAT32 and NTFS HDD, Bluetooth, Netflix XBMC, DLNA, up to 1080p HDMI 1.4 and various media, music and picture formats.

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#### Mini PC, Android TV dongle

#### **Shenzhen Sunchip Technology Co. Ltd**

The CX-803S-1-1 model from Shenzhen Sunchip runs on Android 4.2.2, and adopts a Rockchip RK3066 Arm Cortex-A9 1.6GHz chipset and a Mali-400 MP4 GPU. The mini PC and TV dongle comes with a 1GB DDR RAM and 4, 8 or 16GB flash memory. The 101.2x48x9.5mm unit also supports 802.11 b/g/n Realtek 8189 Wi-Fi module.

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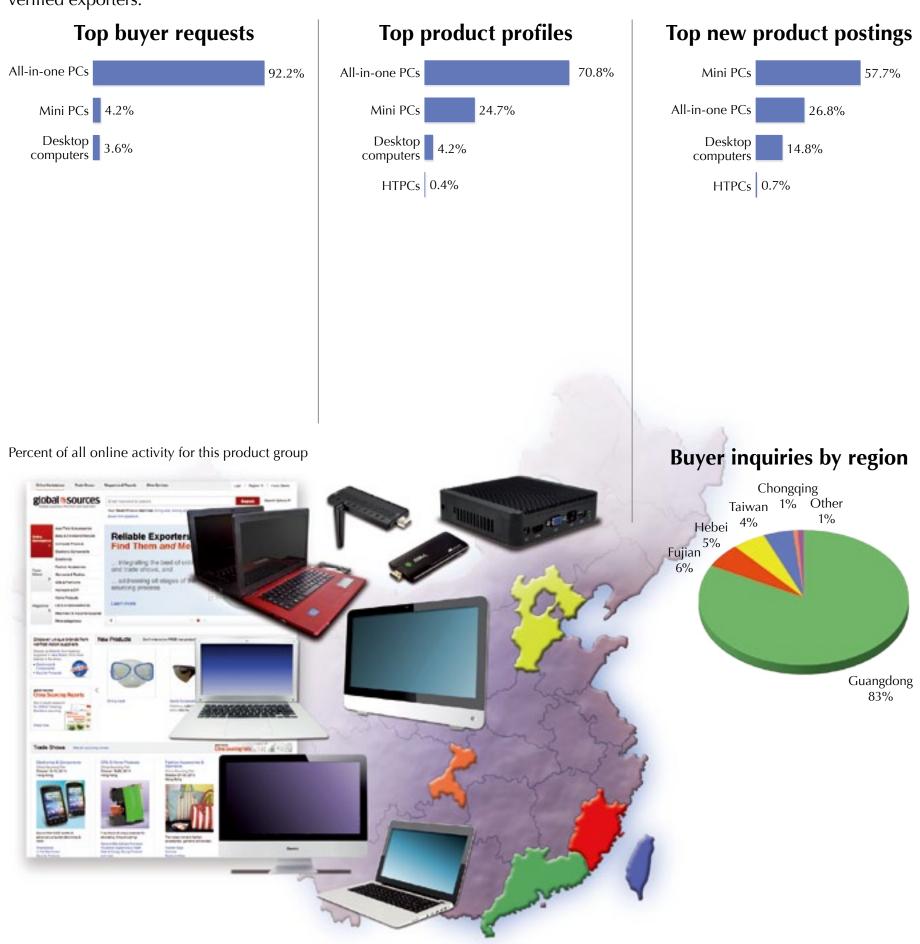
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## Computer systems

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Product Gallery: Laptop bags

# Makers prioritize userconvenience, protection

The latest releases have multiple pockets, adjustable straps and padded carrying handles. Many come with foam cushioning to protect laptops from impact.



#### Suits promotional purposes

#### **Kenboo Intl Trading Co. Ltd**

\*\*\*

Kenboo's KB-LB-022 model is made of 600d fabric, and has functional compartments and foam padding for protection. The black laptop bag measures 37x28x10cm and comes with an adjustable shoulder strap. It suits promotional and advertising purposes. OEM designs are accepted.

#### **GET PRICING**



#### 12oz printed canvas, PU leather

#### M&S Handbag Mfy Co. Ltd

\*\*\*\*

M&S' LSB0001 model utilizes 12oz printed canvas with PU leather, and accommodates custom logos and designs. The laptop bag has a 14in main compartment and a front pocket for various computer accessories. It also comes with back straps and a top handle. The model is available in various colors and sizes. OEM orders are welcome.

#### **GET PRICING**



#### Front pocket with organizer

#### Quanzhou Lingyuan Bags Co. Ltd

\*\*\*

The LYA-H003D model from Quanzhou Lingyuan incorporates a zipped main compartment, front pocket with organizer, and interior pocket with hoop-and-loop tape closure. The laptop bag uses 600x300d and PVC fabric, and comes with a webbing top handle and a 130cm-long padded webbing shoulder strap. Each piece measures 38x30x8cm and is packed in an OPP bag. Prints are customizable.

#### **GET PRICING**

View related products: Genuine leather laptop bags, neoprene laptop bags, nylon laptop bags, polyester laptop bags











#### Pure polyester laptop bag

#### SGD Co. Ltd

#### \*\*\*\*

SGD offers the model S03-LB26 laptop bag made of 100 percent polyester. The product has a detachable shoulder strap, top handle and zipped compartments. It available in up to 15.4in sizes.

#### **GET PRICING**

#### In three sizes

#### **Waltz Group Co. Ltd (Accessories)**

#### \*\*\*\*

The model WA-YZ5004 GRY laptop bag from Waltz utilizes oxford fabric, and is offered in 37x27x3, 38x28x3.5 and 39x30x4cm sizes. Each piece comes with a 13.5x16.5x3cm bag. The product has a shoulder strap, top handle and front pocket for keeping computer accessories.

#### **GET PRICING**

### **Adopts 840d nylon**

#### Yiwu O'Lay Bag Co. Ltd

Yiwu O'Lay's OLCB1202 model uses 840d nylon and measures 41x32x15cm. The lining is likewise made of nylon. MOQ is 400 pieces.

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**Shenzhen DJS Co. Ltd** (mainland China)

\*\*\*\*

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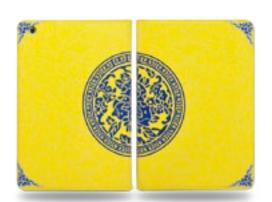
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**Q&A: Ben Simpfendorfer** 









### Customer-led innovation, **OBM** advancing

In an interview with Global Sources, Ben Simpfendorfer, founder and managing director of Hong Kong-based market expansion consultancy Silk Road Associates, discusses the changing nature of China volume production, including the shift to own-brand manufacturing. He also talks about how the rising cost of domestic labor continues to be a major challenge for China suppliers and how this difficulty is not easily solved by pursuing less-expensive labor.

Simpfendorfer's new book, "The Rise of The New East" (Palgrave 2014), examines how Asia's commercial landscape is not simply growing, but also growing in complexity. Using a combination of high-level analysis and street-level anecdotes from Beijing to Bangkok to Mumbai, Simpfendorfer looks at a range of issues, including e-commerce, sourcing, entertainment, urbanization and China outbound investment.

### Global Sources: How has the nature of volume production in China changed in the past several years?

Ben Simpfendorfer: The China story is still very much about volume. But customer-led innovation, as opposed to company-led, will be a crucial differentiator in the years ahead, especially in the electronics sector. And so manufacturers will need to be more nimble and closer to their final markets. That is good news for China in so far leading local companies are already evolving fast into consumer-led innovators. In fact, China electronics companies are arguably leading the world in many areas of consumer-led innovation. But the vast share of manufacturers will struggle to make the same change and so will be stuck in high-volume, but increasingly low-margin production.

### GS: Are more suppliers "reinventing" themselves into own-brand manufacturers?

Simpfendorfer: China manufacturers have recognized that being a brand owner is a more profitable business model. Of course, that has always been true. But a number of developments have accelerated the change in attitudes. First, a greater range of foreign brands is being sold in China itself and so factory owners can more easily compare the retail price with the ex-factory gate price. And they obviously see a big difference. Second, manufacturers can

more easily search online for foreign brands and make the same comparison. Third, rising costs and margins pressure have forced manufacturers to reconsider their business model to a greater extent than before. It is a perfect storm that has woken up many to opportunities.



Ben Simpfendorfer is founder and managing director of Hong Kongbased market expansion consultancy Silk Road Associates.

### **GS:** What challenges do suppliers face as they shift

### from OEM to OBM? How do you think suppliers should address these challenges?

Simpfendorfer: Brand owners have an entirely different DNA from manufacturers—they know how to build brands, whereas manufacturers understand how to engineer products. So trying to do both can be like running two separate businesses. It is a challenge that many of the world's biggest brand owners have already encountered and, in response, simply exited the manufacturing business entirely. It will be no different for China manufacturers wanting to become brand owners. But that is a big change and most will struggle to make the jump. How should they respond? Perhaps it is best to establish the brand business as an entirely different company operating under a different management structure and, most importantly, with a different DNA.

### **GS:** Will China move away completely from OEM business? When? Why or why not?

Simpfendorfer: China will never move away entirely from the OEM business, partly because there is no other single country that can pick up the slack. Moreover, China's competitive advantages, including its vertical supply chains, is reason to continue sourcing from the country. That said, I can see China factories increasingly producing OEM for domestic brand owners, as a new generation of China entrepreneurs with the right combination of design and marketing skills develop homegrown brands. And so "China for China," rather than the world, will support a decent OEM business.

continued on page 42 »

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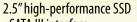
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### GS: What do you think would be most beneficial for China suppliers? OEM or OBM business and why?

Simpfendorfer: OBM business is more profitable, especially if producing for the local market where entrepreneurs have deeper insights into local tastes. But again, it is a tough step for most.

### GS: Rising labor costs are acknowledged in the volume manufacturing/exporting industry as one of the biggest challenges facing China suppliers. Do you think solving this is as simple as running after cheaper labor?

Simpfendorfer: There is cheaper labor outside China, but not in sufficient scale and often in difficult to access countries. In fact, Asia's youth population will decline in almost all countries over the next 15 years, so even the existing pool of youth labor will become more scarce even as demand for labor continues to grow. The only region where there will be a significant increase in youth labor is in Sub-Saharan Africa, but the region is not a simple substitute for China. And so manufacturers will have to become bigger and smarter. But there is room for improvement, and many of the global retailers and suppliers we speak with all believe China manufacturers can potentially make significant productivity gains, it is just that many are not sure how or where to start. They need help.

### GS: Is it worthwhile for China manufacturers to invest in or relocate factories to other countries in Asia?

Simpfendorfer: China manufacturers should certainly look at their opportunities, but perhaps it is best to partner with a global retailer or sourcing company that can share their experiences and commit to firm orders.

For the others, there are still plenty of productivity gains that can be made at home and this approach might be the easier or safer option. It also offers greater flexibility, by introducing a culture of constant improvement, rather than simply chasing lower costs. But again, it is not an easy step and many are looking for help.

### GS: What would you advise China manufacturers considering relocation?

Simpfendorfer: Relocation is not just about chasing lower costs, but changing the business model or tapping new markets. For instance, currency fluctuations or minimum wage increases can quickly overwhelm what might initially appear to be lower costs and so manufacturers need to be sure they have relocated for more strategic reasons that are not solely dependent on costs.

### GS: Discuss briefly the concept of near-sourcing. Do you think this will be the future of volume buying or will China continue to be the primary source of imports?

Simpfendorfer: China will remain the world's largest

supplier, as there is no country that matches it for sheer scale. Sure, the country's share of global supply is falling, or at least flattening, in many product lines. But that simply means global manufacturing is fragmenting across multiple countries and regions. Some of those countries offer the advantage of being near to a buyer's home market, and so offer shorter delivery times and allow global retailers to make more efficient use of working capital. That is near-sourcing. It is not a substitute for sourcing from China, but instead offers an additional option, as buyers look to mix and match their global sourcing strategies.

### GS: Aside from proximity to buyers, what advantages do near-sourcing hubs such as Eastern Europe, North Africa and Latin America have over China? What does China have over these hubs?

Simpfendorfer: These regions are also growing markets in their own right. Take the China white-goods manufacturer Hisense, which opened a factory in Cairo to sell not only to Europe but also to Africa. That fact that Egypt has a Free Trade Agreement with both Europe and Africa is a major cost advantage, at least relative to China. And if you are tailoring products for the local market, then being close to that market is key.

Producing in these hubs also diversifies the exposure of a manufacturer or global buyer to a trade war between China and Europe or the US, a risk that cannot be overlooked, especially with Europe still struggling to shake of the excesses of the global crisis.

### GS: Do you think near-sourcing suits all types of buyer or just a specific type? What advice would you give Chinacentric buyers that are considering near-sourcing?

Simpfendorfer: Near-sourcing best suits those global retailers sourcing from multiple countries and regions. They are best positioned to mix and match their orders across the world, taking advantage of each country's unique advantages, whether that is proximity to market, duty-free access or cheap labor.

### GS: How should China suppliers and the country as a whole address near-sourcing?

Simpfendorfer: China manufacturers would benefit from exploring production possibilities in regions such as Latin America, Eastern Europe or North Africa. It is not only helpful in terms of near-sourcing, but also in terms of supplying those local markets, especially as local demand grows and in the event of rising trade protectionism. I would, however, expect that only China suppliers partnering with large global retailers will truly go abroad. The capital and time commitment is significant and so it is key for a manufacturer to feel confident that their supplier will sign long-term orders from the new factory and provide some assistance in terms of the initial set-up.





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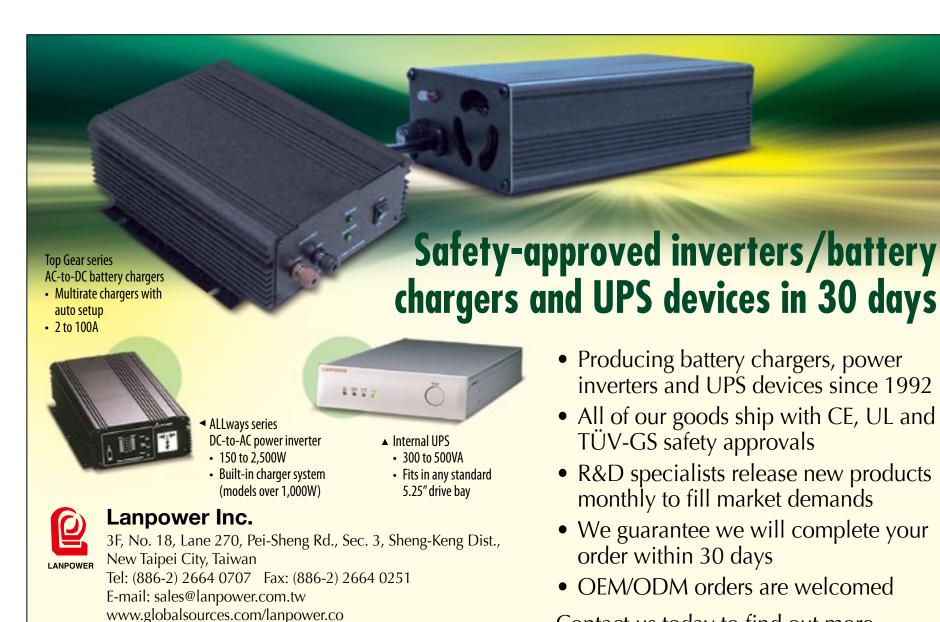


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  - Books and magazines
  - Research and analysis
  - Design of any kind: interior design, clothing design, product design
  - Architecture and engineering
  - Software of all kinds: industrial, retail, video games, mobile apps
- For traditional industrial firms, it includes:
  - Inventions
  - Formulas
  - Industrial processes and know how
- For all businesses, it includes:
  - Brand and image
  - Business planning and corporate strategy
  - Pricing plans

IP is a substantial portion of the value of most modern businesses. For many businesses, such as those in creative services, it forms the core of the value of the company. Consider the stars of the modern business world: Apple, BMW, Microsoft, IBM, Boeing, Siemens, Nestle, General Electric, Dow Chemical, Starbucks, Amazon and SAP. Huge portions of their value is in their intangible assets.

However, even for hard asset, resource-based companies, IP is still a major component in their company value. Take the mining companies that have dealt with China for the past 10 years. A major portion of their value lies in their pricing plans, their internal data on their resources, their techniques of extraction and transport, their future exploitation plans and the like. This explains why the primary battle between these companies and their China competitors centers on the attempts of both sides to acquire data to aid in the struggle over control of the market.

Active and careful cultivation of intangible assets is mandatory to survive in the modern business world. There is much more to protecting intangible assets than the traditional IP tools.

The traditional intellectual property tools are:

- Patents
- Trademarks
- Copyrights
- Trade secrets

Though these tools are essential in the IP world, there is a far wider set of techniques that can be used, including the following:

- Secrecy and refusal to disclose
- Licensing and trade secrecy agreements
- Trade secrecy and related agreements with employees and joint venture partners
- Physical techniques such as encryption and related data protection techniques

Many companies believe that since they have done what is necessary to secure their rights in North America and

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Europe, there is nothing special they need to do in China. This is a mistake.

The key concept is that IP protection is local. Since all IP protection is based on local law and practice, you must adopt an effective and realistic protection program for the country in which you are operating. If you are in China, you must consider the situation in China. China is currently the most dangerous country in the world when it comes to protecting intangible assets, but that does not mean you can afford to throw up your hands and do nothing. China's IP risks can be managed, if you realistically assess the risks and take practical steps for protection.

IP is a substantial portion of the value of most modern businesses. For many businesses such as those in creative services, it forms the core of the value of the company.

To protect your IP in China you must make use of the China system. You must act within China for creation of rights, enforcement of rights, and monetary exploitation of rights. You must deal with China the way it is, rather than hoping to rely on a perhaps more perfect system that simply does not exist in China.

China IP protection can be divided into the following four categories in terms of the effectiveness of the system of legal protection:

- Patent and trademark protections generally work well in China for protecting against large scale infringement, though small time infringement is difficult to prevent.
- Contractual measures such as trade secrecy agreements, non-disclosure agreements, licensing agreements, and technology transfer agreements work in China if — and only if — properly implemented.
- Software copyright. China has a specific regime for software protection by copyright. The system is shockingly effective for commercial software. The system has had limited success in protecting retail software.
- Copyright in creative works. Copyright protection in

China has not worked well at protecting creative works in the retail sector. Virtually all movie, film and music products are cheaply available in China on a wide scale in pirated form. On the other hand, copyright is effective in China for specific violations of copyright in a business to business setting. However, effective protection of copyright requires careful attention to the China registration regulations. It does little good to rely on the general right of copyright for creative works.

Businesses must focus on the realistic risks within China. The risks vary depending on the type of intellectual property. The general situation is as follows.

- 1. If your IP has value and if it can be copied with minimal effort, it will be copied and you should prepare for this. The following assets are particularly susceptible to copying in China:
  - Trademarks, trade names and logos
  - Exterior product design (design patent and copyright)
  - Books, photos, reports, drawings/plans any other medium that can be photocopied and reproduced
  - Any material that can be copied in digital form: music, film, CAD drawings
- 2. China companies seldom put much effort into independent copying of inventions and other technical IP that cannot be copied easily. If intangible assets cannot easily be copied, China companies will usually wait to be trained by the foreign business. They will seldom appropriate foreign technology on their own initiative. As a result, the motivation of many China companies that work with foreign businesses is to acquire technology, trade secrets and know-how via training from the owner of the IP. This occurs in virtually any area where China companies work with foreign businesses:
  - Technology licensing projects
  - Joint venture manufacturing or services
  - OEM manufacturing
  - Product design and development agreements
  - Employee training
  - Distribution and sales agreements

Most technology, know-how and trade secrets are lost in China to companies and employees that have been trained by the foreign owner of the intangible asset. Usually this loss could have been prevented with proper agreements and business practices.

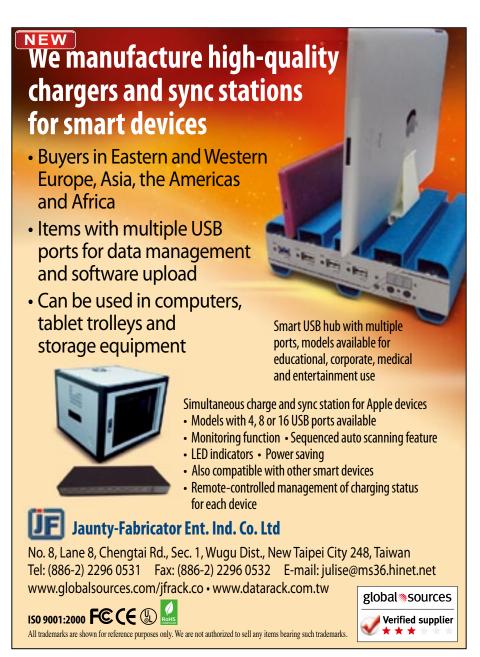
No protection in China will be perfect and US companies often discover that their preferred and customary method

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of technology protection is not available in China:

- Patent protection is often not available because of the China rule requiring that China patents must be filed within one year of the patent having been filed elsewhere.
- Copyright protection is often not effective for easily copied digital media.

Faced with this, many US companies simply give up and operate in China with no protection at all. This virtually always leads to disaster in China. The correct approach is to work to find an alternative form of protection. This can be achieved in many ways, including the following:

- Licensing agreements
- Secrecy and non-use agreements
- Technical controls, such as encryption
- Direct manufacture rather than OEM or joint venture

Many US businesses think China has no IP laws and that China companies do not file lawsuits. This is a mistake. China companies actually tend to be quite adept at using the China IP system to their own benefit, including employing the following tactics:

• If the US side fails to register its IP in China, a China entity will register the IP in its own name. In this way,

- the China company cuts the US company out of the US company's own market. This happens regularly with trademarks, patents and commercial copyrights.
- Many US companies mistakenly believe that China does not have a developed IP protection system. They, therefore, do not adequately investigate to ensure that they are not infringing the rights of others in their operations in China. This is especially of concern when the US company hires a China contractor to perform services or engages in cooperative design or manufacturing operations with a China company. The US company only learns later that it has infringed on the IP of another. The resulting damages can be significant.

There is IP protection in China and if you are going to be doing business in or with China, it behooves you to figure out how best to protect your intangible assets.

Dan Harris is founder of the Harris & Moure law firm, a boutique international law firm focusing on small and medium sized businesses that operate internationally. China is the fastest growing area for the firm. Dan writes <a href="ChinaLawBlog.com">ChinaLawBlog.com</a> as a source of China legal and business information.

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### Import from China Advice









### Western strategies and tactics in negotiation

Western negotiators in China should not try to decide on tactical issues before they develop workable strategies.

Western negotiators in China are more successful when they grasp fully the difference between tactics and strategy – and understand how to develop and implement them in their new business environment. Unfortunately, many foreign negotiators and managers in China spend so much time thrashing out tactical details and trying to clear operational bottlenecks that thought of constructing a practical, coherent China strategy is a fantasy. China counterparties benefit from the Westerners perma-fluster, and happily add fuel to the fire in the form of new crises, obstacles and opportunities. Western managers complain of starting hundreds of projects but completing few and accomplishing even less.

### Strategy and tactics have fuzzy meanings, and no two managers seem to agree on when one begins and the other ends. For our purposes, let us assume that:

- Strategy and tactics are not one and the same.
- 2) Strategy is tied to goal-setting and long-term planning. Firms develop strategies to determine what their business will be doing in the future.
- 3) Tactics are methods for achieving strategic goals. Managers and individuals employ tactics to execute and implement plans in the short term.
- 4) Strategies are high-level corporate functions, usually decided on at the Board and C-Level.
- 5) Tactics are managerial decisions, usually decided on at the middle and frontline levels.

Strategy must be set before you start negotiating with China counterparties and it must involve all of your internal stakeholders. Tactics are the methods and operations you use to execute those strategies. While this sounds simple and familiar enough for seasoned senior managers and recent MBA grads alike, it is actually quite difficult to apply these rules to China negotiations and joint ventures. Cultural differences, short term planning horizons and conflicting agendas often result in Western strategies getting trampled underfoot moments after a US or European negotiator arrives in Europe.

### Two main culprits: Western and China managers

There are two reasons why Western negotiators suffer chronic strategic drift when managing or forming partnerships in China – You and Them. Western managers and their China counterparts do not share the same conceptual framework on strategy and tactics, so instead of spending valuable time and energy pontificating about such theoretical, top-down issues, they prefer to dive right in and start hashing out concrete operational details, including price, delivery dates and payment terms. While this approach is great for short-term agreements, it leads to longer term conflict and mistrust. As any experienced China negotiator will tell you, that is precisely the pattern that undermines partnerships and agreements between China and Western counterparties.

### Western approaches to China strategy

Western strategic approaches to China business usually fall into one of two dangerous extremes. Some companies do not bother to change their international standard operating procedure, and rely on local managers and consultants to smooth out the differences. eBay, Best Buy and Home Depot were criticized for this problem - though there are countless others. The problem is that if locals are successful in making adjustments, then the China business would not resemble the global parent. If

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the China operation sticks too close to the international template, then it is irrelevant in China.

On the other hand, if Western companies try to change their model too much to accommodate local tastes and customs, then they lose their international cache and may come across as inauthentic. While Yum! Brands' KFC chain has avoided this trap, its attempts to localize Pizza Hut and Taco Bell (brief though it was) did not fare as well. As the consumer market in China takes center stage, branding strategy will become even more crucial for international firms.

### China approaches to strategy

China managers simply do not see strategy and tactics as distinct from one another. Westerners are often confused by China negotiators' use of time. China managers have a reputation for long term decision-making and meticulous planning – yet seem to react opportunistically and impetuously to proposals. While every China negotiator may have his own unique approach to deal-making and partnering with international counterparties, it is important to clarify one thing: Just because a China negotiator has a long term plan, that does not necessarily mean he plans on doing business with you forever.

China managers base their long-term strategies on relationships and relative power-balances. If they have just met you and the relationship-building is not going particularly well, then they are going to treat you as a short-term tactical player and not an integral part of their long-term strategy. That may change over time – but it may not.

China negotiators have no interest in sharing their longterm plans with an unknown newcomer, and a tried and true tactic for dealing with potential competitors is to foil their strategy with distractions, misdirection and delays.

Andrew Hupert runs <u>ChinaSolved.com</u>, an online platform that helps the international business community achieve greater success when doing business in China. He also writes ChineseNegotiation.com. He can be reached at andrew@chinasolved.com.







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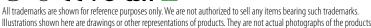
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### Import from China Advice









### Anatomy of a China scam

I was recently contacted by a reader from Australia, who was scammed by a China supplier. She gave me a lot of details, so I suggested that she write what happened to her (including any suspicious signs she should have noticed).

The content of her e-mail is pasted below. I inserted some comments along the way.

The company name is Coke Tex Co. Ltd and they say they produce bamboo baby products such as cloth nappies, bibs and baby clothing.

That is a wide range of products. Obviously they do not produce it all by themselves. With a company name like this, it is very probably an intermediary.

Only after we sent them the \$3,600 deposit back in October 2012 and there was no action from their side to start up the order, I started to look for suspicious signs.

Due diligence should start before an order is given.

The discussion for this order started in April 2012. I was pleased with lightning-fast answers to my e-mails and requests for quotes, fabric details, etc.

Easy communication does not mean serious company. When things are too polished, it is nearly a suspicious sign in China.

Finally I decided to pay a 40 percent deposit that they requested so they can start working on my order, which they promised to finish and I expected to receive here in Melbourne, Australia, before Christmas.

A 40 percent deposit? The norm is 30 percent.

To this day, we have not received even initial fabric swatches to approve the fabric production, not talking about product samples.

Among few of suspicious signs I could mention:

Asking us to pay to their personal card rather than company's account to avoid taxes That is a huge red flag!

After checking, we found out that the company has about five different mobile and landline numbers on different website directories. The same with addresses — different address appeared on different website directories of their company's profile.

A bit of due diligence might have uncovered this.

After a few months of discussion, they asked us to increase the order amount stating that their minimum order amount should be \$10,000 (obviously, wanted larger initial deposit from us).

Suppliers often change the conditions when they feel the buyer has invested a lot of time with them and is "locked in." Not necessarily the sign of a scam, but not a good sign.

Comparing with another China factory we have been working with for four years now, Coke Tex Co. Ltd did not have a registered business shipping account (DHL, FedEx, etc.). A serious factory cannot operate without one if they regularly send samples to their clients around the globe.

True. That is also a red flag.

There has never been any replies to our phone call, before or after sending the money across.

One more red flag.

Their website is not developed Not necessarily a bad sign.

I started to discuss the order from April 2012, paid deposit in October 2012. I remember being constantly pushed to pay so they can start the order quickly. Not necessarily a very bad sign.

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These were no replies after the initial deposit has been received by them.

Obviously too late to react.

## Easy communication does not mean a serious company. When things are too polished, it is nearly a suspicious sign in China.

Looking for a serious supplier to engage in a trustful business relationship, our partner travelled to Shanghai to meet with Coke Tex Co. Ltd.

Mr. Liu (presumingly the owner and negotiator in the e-mails, his e-mail is liu@coketex.com) met him. He explained that their office is far away from their factory so he would better take him to visit the factory as they cannot do both. I have great suspicions that our partner was not taken to their own factory at all. He was taken to some factory to be impressed and earn our trust.

Yes, very likely.

From our experience, we want to warn any small business owners to take the time (and spend the money

if possible) to do a very thorough check on their China partner's business before engaging in any relations: sending your product designs, money, etc. Fast replies to your e-mails and great communication, even meeting them personally, do not prove, unfortunately, that the business is legitimate and trustworthy. Before even engaging in correspondence and wasting your time, do check on them first whether they are worth your time or not.

Absolutely.

Our mistake was also that we wanted to quickly place the initial trial order and paid without the contract.

Yes, that is often what makes the scammers' job much easier.

Hopefully some prospective buyers will search for that company's name and will find this article, before they send a deposit.

Renaud Anjoran is the founder of Sofeast Quality Control and helps importers improve and secure product quality in China. He writes advice for importers on the Quality Inspection blog. He lives full time in Shenzhen, China. You can contact him at info@sofeast.com.





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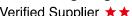
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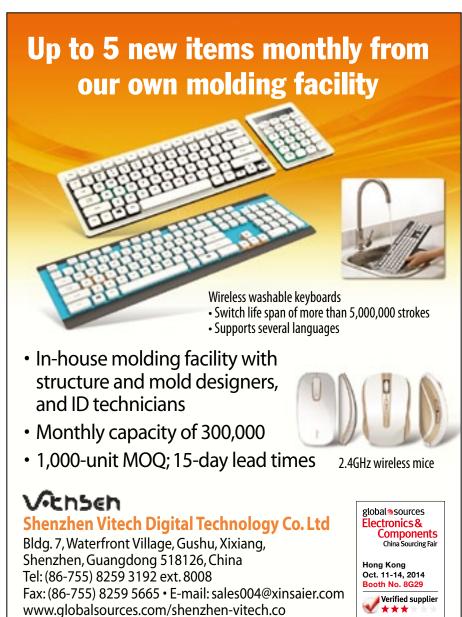
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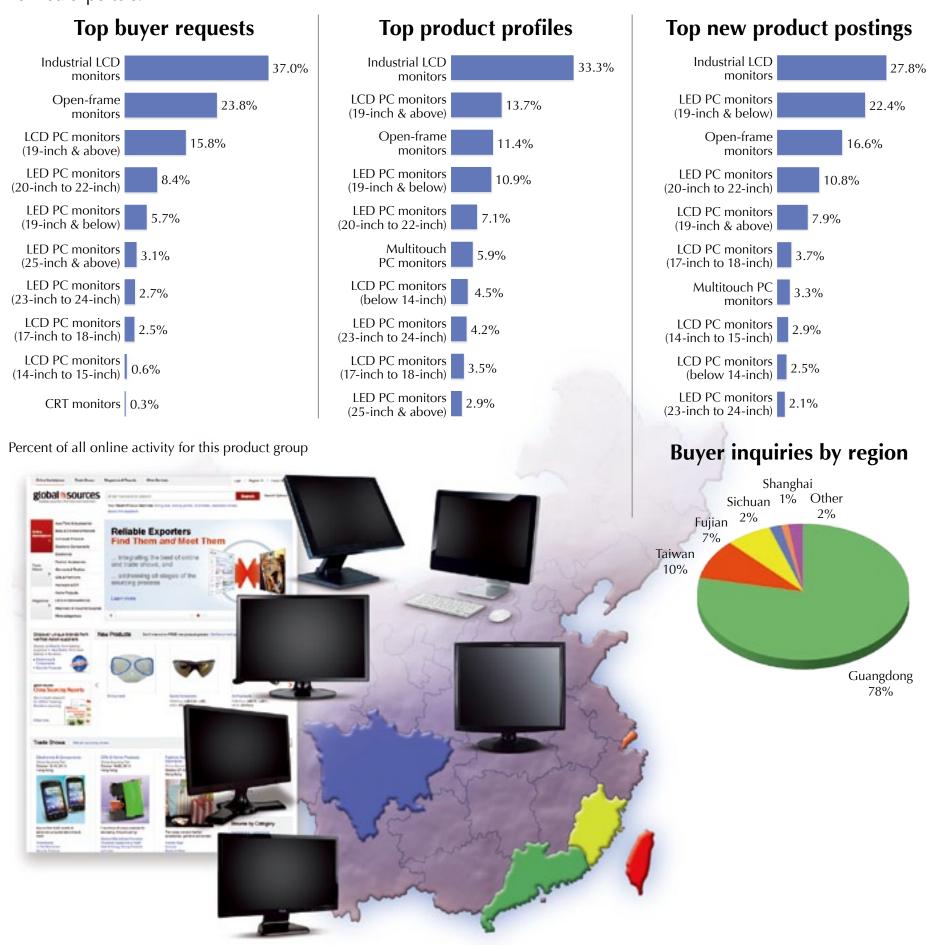
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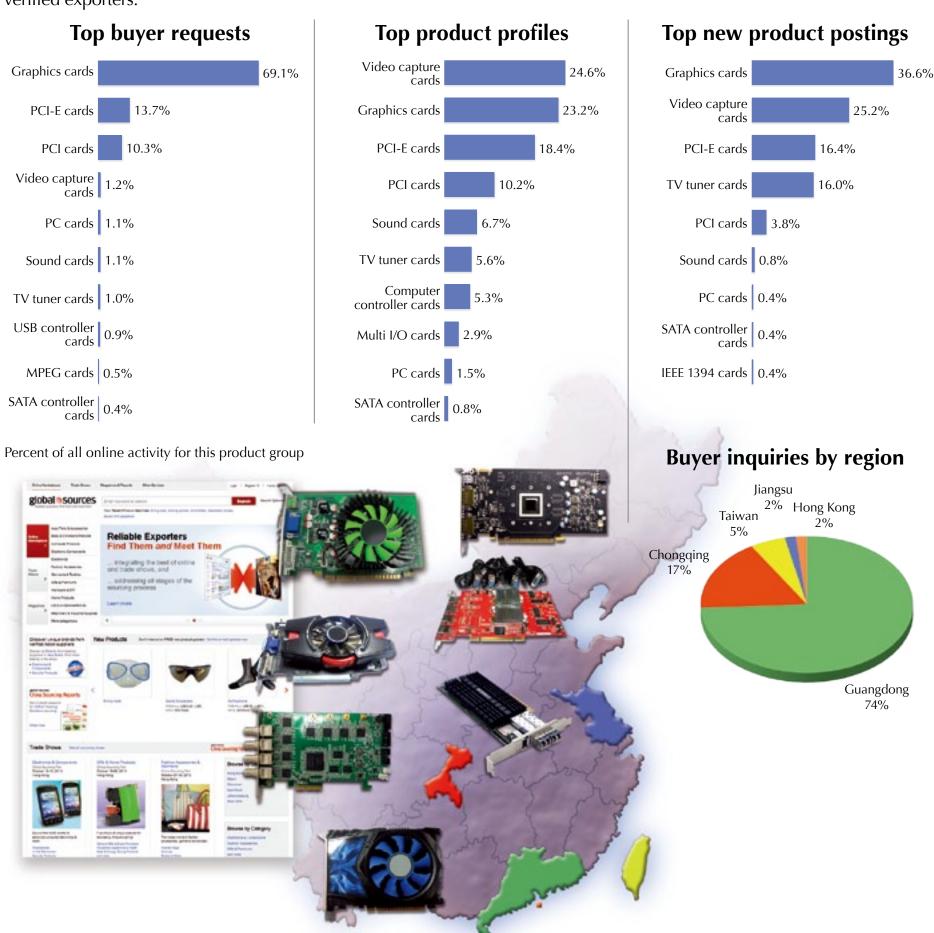
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### When a supplier cannot provide certificates

A "fake" certificate is often a real certificate that was issued regularly by an accredited testing laboratory and later "photoshopped" to show another product and/or supplier name.

Another popular method is that of obtaining a "real" certificate that does not correspond to actual tests (in other words, the result is always a "pass"). The most savvy China suppliers know the exact price for this service.

I guess 10 to 30 percent of the certificates given by China suppliers to their customers are fake.

So the question for the serious importer is: How to get a REAL and LEGITIMATE certificate, in case the supplier has not already obtained it?

### If the supplier ACCEPTS to get it at their cost

As an importer, you are 100 percent responsible if the products are sold in your country, and are found dangerous and illegal. So I advise to micromanage this process if you have enough time:

- Give your supplier a few names of testing labs you "strongly prefer." Avoid local China labs if possible.
- Ask to see the application before it is sent by your supplier to the lab. Make sure you get the report directly, at the same time as your supplier. This way, if the product fails the tests, you will know about it.

I realize that your relationship with the supplier might not be good enough to request what I suggest above. But it is certainly worth asking for!

### If the supplier REFUSES to get it at their cost

I guess some purchasers who read this article will think,

- In preproduction, the manufacturer is supposed to pay for the certification of his product in case it is subject to regulations such as RoHS and CE.
- In production, the importer is supposed to pay and have samples from the batch to be tested. Suppliers often use good components for preproduction samples and cheap inputs for production. That is a huge source of risk.

"The factories I work with will never pay for it." That is very probable, unfortunately.

And, if they do pay for it, are not they including that cost in the product unit price?

For these reasons, some very sophisticated importers pay for certificates and what they get in exchange is full control of the situation:

- They get to work with the laboratory they want.
- They receive reports and know when the result is failed.
- The report is issued in their company's name and the supplier does not even get to see the report.

This last point is more important than it seems. It means the supplier cannot easily use the certificate to sell the same product to other customers.

### Any other tips in this case?

Renaud Anjoran has been managing his quality assurance agency (Sofeast Ltd) since 2006. In addition, a passion for improving the way people work has pushed him to launch a consultancy to improve factories and a web application to manage the purchasing process. He writes advice for importers on qualityinspection.org.









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### 5 types of product testing labs in China

Here's a bit of perspective on the different categories of testing laboratories. Let us start with the ones you have probably heard of.

### 1. The big third-party laboratories

Who has not heard of Bureau Veritas, SGS, Intertek, or **TÜV Rheinland?** 

Their consumer testing divisions tend to focus on big retailers and on the importers that sell to these retail chains.

They are the best option in these cases:

- New regulations just came out, and you need to talk to an expert and put a program in place.
- You need to certify products that might cause safety hazards. If someone dies because of your product, you want to be able to show a very famous lab's logo on a report.

They tend to be focused on their big accounts, and are not well-organized to deal with small clients. Often, it is hard to find a human being to talk to, let alone get responses to specific questions.

#### 2. Midsize international labs

Midsize testing labs are often better suited to the needs of SMEs.

They usually have the latest equipment and most of their technical staff comes from the bigger labs. But their product range is more limited.

Here is what Stefan Droste, from Hohenstein Laboratories, wrote to me:

I like to say that in a small lab, I know ALL the time where which sample is and, therefore, I am able to push a sample, remember if there was something unusual and so on. If you are a small account in one of the big ones your success rate to achieve that will be zero. All in all, the customer service is more direct if you contact a small company, compared with the big labs. In addition, I like the high identification of the staff to the lab, they will simply go the extra mile for you, even if you are a small customer. They will call you if something is odd on the sample plan and so on. This extra level of service will be not as cheap though.

### 3. Local laboratories

In China, there are many fully accredited China-owned (sometimes government-owned) laboratories.

Their main advantage is their very low price, even though they might have all the latest equipment.

> Big third-party labs are the best option if new regulations have just come out and you need to talk to an expert.

The downside is their low service level in terms of providing advice and sometimes their lack of reliability. I heard several horror stories where the lab would not really do the test, or might not respect the required preparation before the test.

### 4. Informal labs in client offices

Many importers, when they have a quality office and have reached a certain size, start to buy simple equipment and do the most frequent tests by themselves.

continued on page 66 »

For example: An importer of textile products would purchase a washing machine and a drier, the device to cut and weigh fabrics, and so on.

The turnaround time is much shorter since they often do not respect the time for preparing samples as per the relevant standard. And costs are typically lower.

### Compared with the big labs, customer service is more direct if you contact a small company.

Hopefully, someone in their organization is more or less aware of their lack of accuracy. That is fine if all they want is avoiding big problems. When a result is in the "grey area," they should send samples to a third-party lab to get a more precise evaluation.

### 5. Internal labs of big factories

Most large manufacturers have their own internal laboratory and I have been impressed by the

professionalism of a few that I have visited. Many midsize factories also have a lab.

In the best case, you or an inspector you appoint go to the factory and get access to such an internal lab, with assistance from one of their technicians. You even get to run most of the applicable tests for free, if you have enough time.

Pay attention to the calibration of the testing equipment. It would be easy for a supplier to make its products perform better than they should in such a setting.

What do you think? Any experiences to share?

Renaud Anjoran has been managing his quality assurance agency (Sofeast Ltd) since 2006. In addition, a passion for improving the way people work has pushed him to launch a consultancy to improve factories and a web application to manage the purchasing process. He writes advice for importers on qualityinspection.org.



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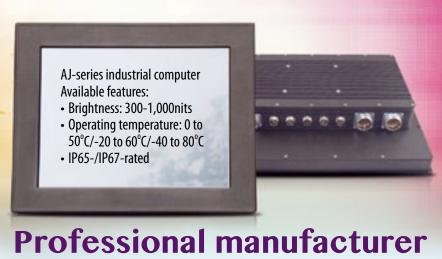
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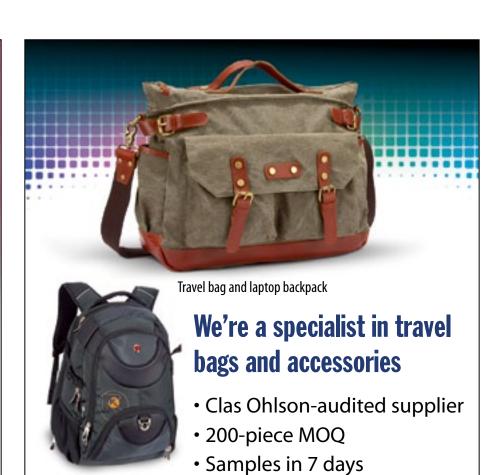
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#### Import from China Advice









# Best practices for managing inspectors

A few weeks ago, we held a seminar about the best way to hire, train, and manage inspectors.

I usually joke that "best practices" are made up and hyped up by consultants. Who can come up with advice that is not only applicable, but also "the best", to virtually all companies?

But this time it was different. Everyone in the room had similar experiences and aspirations, when it came to several topics.

#### 1. The importance of clear and detailed specifications

If there are no specifications, inspectors cannot be expected to stop problems. All they can do is simple visual checks, plus a few common-sense tests.

But what is common-sensical to a China inspector is not necessarily what the buyer or the end-user want.

If there are good specifications as well as a reference sample, in many cases there is no need to send staff who are specialists in the product category.

But what can you do if nobody in the office has the product expertise to write the specs?

Fortunately, there are solutions:

- Use your inspectors during their down time. From experience, they can point to potential problems.
- Go in the factory and talk to technicians. Ask them to describe the product.
- Get a sample and describe it yourself. Start simple and little by little add more details as you get to know the product better.

#### 2. The danger of overseeing the "blindingly obvious"

When a detailed specification sheet is available, the main

risk is that the inspector rushes to check point 1, then point 2, and so on.

They often forget to take a step back and ask themselves "Does it look right?"

One speaker noted that 80 percent of the quality problems his inspectors did not catch were "blindingly obvious".

For example, a product passed in-process inspections for all complex technical checkpoints, BUT was rejected in the final inspection because it was green instead of yellow!

#### 3. The necessity of regular evaluations

Sending an inspector in the field without supervision and without giving him/her feedback is dangerous.

But how often should they get formal feedback? Three months seems like the right interval for evaluations, which should be based on several criteria: the way the job is performed, a grade from the purchasers, the suppliers' input (to take with a grain of salt), and so on.

Once you start giving feedback with granular details, you can track improvement and tie bonuses to it.

#### 4. The right type of training and evaluation

So giving regular feedback is good, but how do you do it? The best way is to shadow inspectors and to give them feedback about the different parts of their job (sampling, testing, visual check, debrief to factory).

As I wrote before, classroom training is not very effective in China. Employees here tend to be knowledgeable in theory but not in practice.

# 5. The difference between QC inspectors and quality engineers

continued on page 70 »

Finding good engineers with production experience and problem-solving abilities, and who can speak English is very hard in China.

The reason is simple: those who learn English at university virtually never go to work in the production or quality department of a factory.

But there are exceptions. For example, some engineers manage to learn English at age 30 or 35.

#### The ONE topic that caused a heated debate...

... is the way to structure the inspectors' pay.

In most third-party inspection firms, the staff gets reimbursed against "fapiaos" (official receipts), but many of them are fake. They consider it part of the compensation!

The problem is, if they lie to their employer and do not follow the rules, how can they be expected to respect the inspection procedure?

It seems there are two workable solutions, when it comes to expense reports:

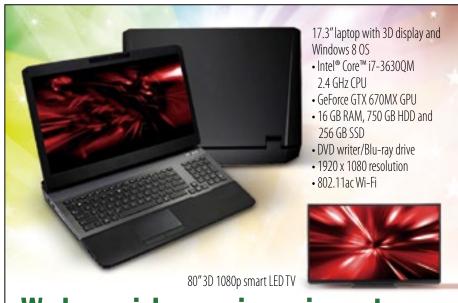
- Give them a fixed amount for traveling from X to Y and do not bother about the exact cost.
- Reimburse travel expenses against fapiaos and check them very seriously. But sometimes, getting a real fapiao is not even possible...

The same issue comes up with overtime hours. Pay them according to the law and your inspectors will try to work long hours on purpose. Do not pay them and be potentially outside the law — which opens the door to conflicts when you want to fire someone.

What was your experience? How do you manage travel expense reports and OT?

Renaud Anjoran has been managing his quality assurance agency (Sofeast Ltd) since 2006. In addition, a passion for improving the way people work has pushed him to launch a consultancy to improve factories and a web application to manage the purchasing process. He writes advice for importers on qualityinspection.org.





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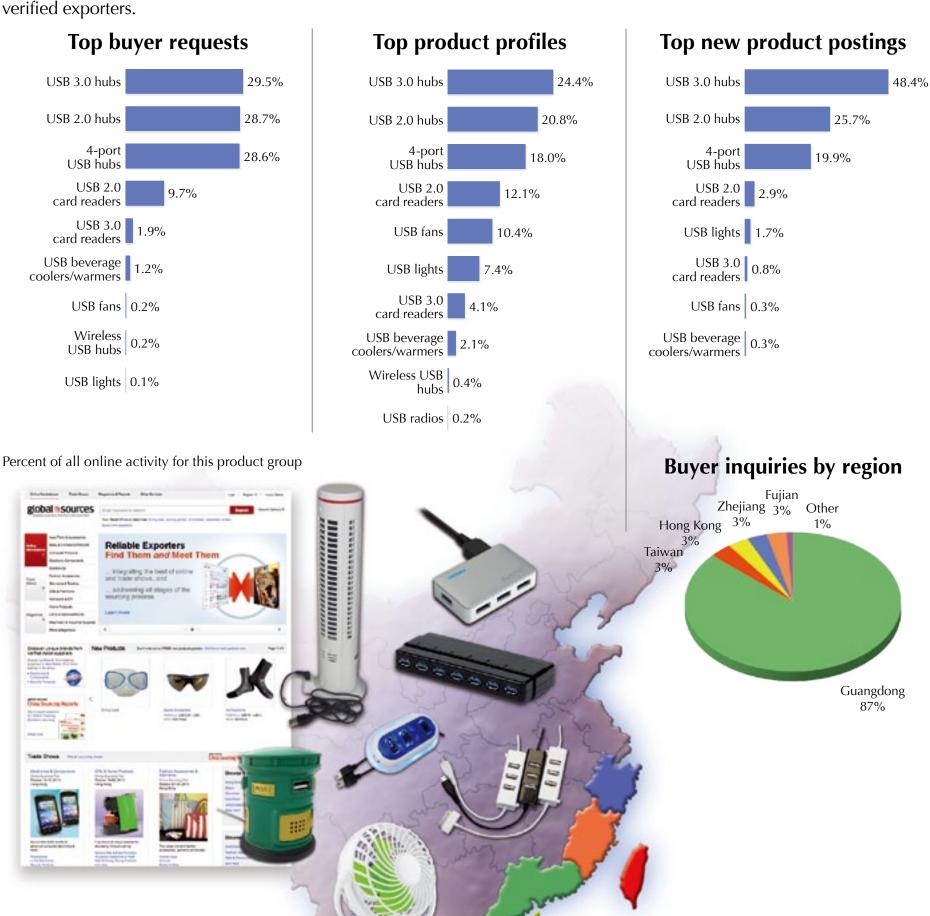
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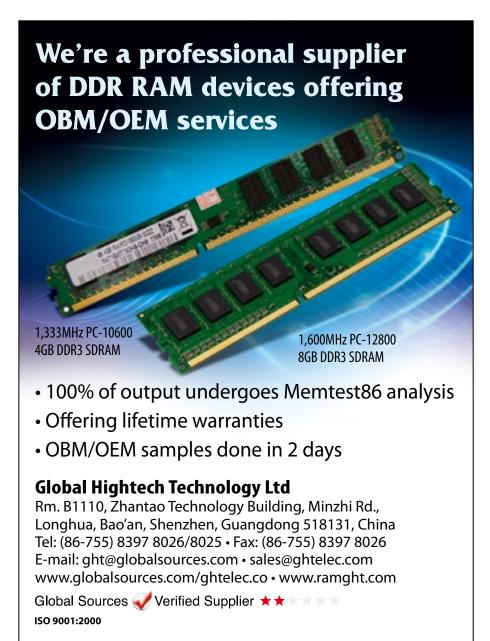




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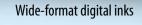
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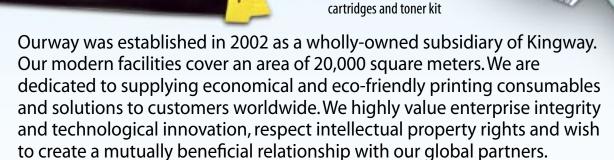


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