

REPORT No 11392

Date of issue: September 11, 2025

Status: FINAL REPORT

H&M TM CW:06

H&M METHODS

(DURABILITY TO MACHINE DISHWASHING)

Program: SQ-3545.V3

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1. FOREWORD

This report summarizes the results of the **SQ-3545.V3** proficiency testing program on the assessment of product suitability for machine dishwashing. This program is conducted in a bilateral format, following the A.3.3 classification of the ISO 17043 standard ("Split-sample testing schemes").

South Quality conducted the testing program in August 2025 with the aim of assessing the laboratory's ability to competently perform the designated tests.

2. ORGANIZATION

Program Coordinator: Lic. Esther Casas
 Assistant Technician: Berenice Ferrer
 Statistic: Lic. Manuel Tozaki
 Supervision: Eng. Emiliano Medina

3. OBJECTIVE

The objective of this proficiency testing program is for assessment of product suitability for machine dishwashing, using the following standard:

Standard
H&M TM CW:06

To verify this, batches of ceramic dish have been selected.

Participants in this program have not been previously informed about the expected behavior of the samples they receive.

4. PARTICIPANT

Company: **Bureau Veritas Consumer Products Services (Bangladesh) Ltd.**
 Laboratory: **Bureau Veritas Consumer Products Services (Bangladesh) Ltd.**
 Country: Bangladesh
 Client ID: S340
 Contact person: Mash-huda Akhter
 Deputy Senior Manager, Technical Service
mashhuda.akhter@bureauveritas.com

5. HOMOGENEITY

Several batches were prepared identically by the staff at South Quality.

Subsequently, a homogeneity study was conducted with an ISO 17025 accredited laboratory.

The control process followed ISO Guide 35: 2017, clause 7.4.1.2. Stratified random sampling was employed, and samples were chosen using random number generation software.

The results of this test are presented below:

Size of each batch: **150 units**

Tested samples from each batch: **40 units**

DETERMINATION	HOMOGENEITY OF RESULTS IN THE ANALYZED SAMPLES		
	BATCH: LGC2370	BATCH: LGC2371	BATCH: LGC2372
FRACTURE	YES	YES	YES
VISIBLE CRAK	YES	YES	YES
VISIBLE CRAZING	YES	YES	YES
SHATTER	NO	YES	YES

The samples for this program are taken from the selected batch identified as **LGC2372**.

For the indicated batch, the values determined in the homogeneity study are utilized as the assigned values.

The analysis of the test data indicated that the selected samples exhibited sufficient homogeneity for the program. Therefore, the results of participants identified as outliers cannot be attributed to sample variability.

6. SAMPLE INFORMATION

The following samples were sent for testing:

Batch:	LGC2372
Sample ID:	11
Characteristics:	White/red ceramic dish - Ø18cm - 3 units

7. IMAGES



8. ASSIGNED VALUES

BATCH: LGC2372	
DETERMINATION	
FRACTURE (YES/NO)	NO
VISIBLE CRAK (YES/NO)	NO
VISIBLE CRAZING (YES/NO)	NO
SHATTER (YES/NO)	NO

9. PARTICIPANT RESULTS (SEE APPENDIX)

CODE: LGC2372-11	
DETERMINATION	
FRACTURE (YES/NO)	NO
VISIBLE CRAK (YES/NO)	NO
VISIBLE CRAZING (YES/NO)	NO
SHATTER (YES/NO)	NO

10. STATISTICS

The results must be treated as qualitative.

For qualitative results, the comparison will be made directly against the assigned values, so any difference will be evaluated as **Unsatisfactory**.

11. EVALUATION OF PERFORMANCE

DETERMINATION	BATCH: LGC2372		PERFORMANCE RESULT
	PARTICIPANT RESULT	ASSIGNED VALUE	
FRACTURE (YES/NO)	NO	NO	SATISFACTORY
VISIBLE CRAK (YES/NO)	NO	NO	SATISFACTORY
VISIBLE CRAZING (YES/NO)	NO	NO	SATISFACTORY
SHATTER (YES/NO)	NO	NO	SATISFACTORY

12. CONCLUSIONS

The overall performance on this **SQ-3545.V3** program from the participant laboratory **Bureau Veritas Consumer Products Services (Bangladesh) Ltd.**, is **SUFFICIENT** based on expected results.

The criteria used for the evaluation of the overall performance is the following:

- **SUFFICIENT** performance: No unsatisfactory results were obtained.
- **INSUFFICIENT** performance: An unsatisfactory result was obtained.

APPENDIX

PARTICIPANT RESULTS

(Results form)



INSTRUCTIONS & RESULTS FORM

PROGRAM:	H&M methods (Durability to machine dishwashing)
CODE:	SQ-3545
VERSION:	3
STANDARD:	H&M TM CW:06
COORDINATOR:	Lic. Esther Casas (ecasas@ptsouthquality.com)

1 - General

This document serves as a guide for managing the results of the **SQ-3545.V3** program.

Results must be typed, not handwritten.

2 - Standard

H&M TM CW:06

3 - Tests involved

TEST
Assessment of product suitability for machine dishwashing

4 - Samples

CODE	SAMPLE	QUANTITY
LGC2372-11	White/red ceramic dish - Ø18cm	3

5 - Notes

- a) Being a bilateral program, there is no deadline for submitting results.
- b) The tables in this document may be modified by the participant, if desired, to include data or observations.
- c) The samples are to be handled as routine lab samples, with all testing, documentation, and reporting adhering to **H&M Lab Manual**.
- d) Samples must be retained until the end of the program, which concludes with the submission of the final report.
- e) To review the results, test images would be appreciated. Images can be attached at the end of this document or sent by email.
- f) Once this document is completed, it must be converted into a PDF file and sent to the program coordinator.

6 - Test results

Test date:	16.08.2025
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CODE	Item number	Fracture (YES / NO)	Visible crack (YES / NO)	Visible crazing (YES / NO)	Shatter (YES / NO)
LGC2372-11	1	No	No	No	No
	2	No	No	No	No
	3	No	No	No	No

OBSERVATIONS
No Change Observed after 30 Washes

PHOTOGRAPHS



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----- END OF REPORT -----