



SUPPLIER HANDBOOK

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1. ABOUT CFM

CFM (www.whycfm.org) is a fair trade organization based out of New Delhi, India whose mission is to create wealth for its primary stakeholders/artisan communities at the bottom of the supply chain.

As a supply chain manager for many artisan communities CFM provides a one stop shop for wholesalers/retailers who are looking to source handmade products through a comprehensive package of Customized Product Design and Development, Production Planning, Management and Quality Assurance, Export Documentation to Shipping Consolidation.

2. CFM AND FAIR TRADE

Fair Trade means an equitable and fair partnership between marketers in developed countries and producers in Asia, Africa, Latin America, and other parts of the world. A fair trade partnership not only works to provide low-income producers with a fair wage for their work but also aims to provide them employment. As a member of the **WFTO, Netherlands and Fair Trade Federation, USA**, CFM subscribes to the following fair trade criteria and expects its suppliers to follow them:

1. Paying a fair wage in the local context.
2. Offering employees opportunities for advancement.
3. Providing equal employment opportunities for all people, particularly the most disadvantaged.
4. Engaging in environmentally sustainable practices.
5. Being open to public accountability.
6. Building long-term trade relationships.
7. Providing healthy and safe working conditions within the local context.
8. Providing financial and technical assistance to producers whenever possible.
9. Preserving the traditional skills of the artisans.

3. SELECTING SUPPLIERS

Any producer groups or manufacturers who work **directly** with artisans or disadvantaged communities and subscribe to the above fair trade criteria are eligible to become a CFM supplier. CFM would like to work long term with its suppliers and help them improve processes so that we are able to deliver quality products to our customers.

4. SAMPLES

All suppliers need to provide samples to CFM before finalizing any orders.

1. Minimum three identical samples of the product to be developed by the manufacturer/supplier. Two should be given to CFM and the supplier should keep one for future reference. Every different sample must follow product coding system provided by CFM.
2. While delivering samples, the supplier should create login ID on the intranet (www.cfmconnect.com) and complete the information in **Partner Information Section** (see Annex I) and **Product Information Section** (see Annex II) of the product, which should indicate cost in Indian Rupees, inclusive of packaging and delivery at CFM Delhi.

5. SAMPLING COST

1. If the supplier gives its own designed products for approval to CFM, then the entire cost of the samples will be borne by the supplier.
2. If CFM asks the supplier to develop samples as per its requirement, then the cost of the samples will be borne by CFM as per prior approved breakups of different components involve in the production process for the particular sample / samples.
3. Only samples that conform to CFM's specifications, quality and delivery date will be accepted and paid for.

6. DELIVERY OF SAMPLES

1. The supplier has to bear the cost of sending the samples to buyer if the samples are not delivered on time to CFM.

7. PRICES

1. While delivering samples the producer group should also quote its price to CFM which includes delivery to CFM office and all other taxes if applicable.
2. Once a price is quoted, it will be applicable for the next 6 months. Any change after 6 months should be immediately conveyed to CFM. No request for a price change will be accepted without prior notice.

8. PURCHASE ORDER (PO)

1. CFM will send a **Purchase Order (PO)** (See Annex III) to all suppliers whose products have been approved. Production should commence only after a Purchase Order has been raised and raw materials approved.

2. The purchase order will contain detailed information about the product, material to be used, quantities, packing instruction, delivery instruction and payment terms.
3. All suppliers should check the purchase order and discrepancies, if any should be communicated to CFM before signing it. Once signed, no changes will be entertained on a purchase order.
4. All suppliers should deliver the 100 percent quantity as specified in the PO at the time of delivery. If the quantity is less than **100%** as specified in the PO it is necessary to take pre-approval from CFM.

9. PRODUCTION

1. Once an order is received, all suppliers should send two production sample of the product for approval before final production.
2. Any changes in the product will be communicated to the suppliers by CFM. Again a sample will be developed by the supplier for approval. The process should continue till the desired quality is achieved but it is not an ongoing process. The supplier should also keep the final delivery dates as specified in the concerned PO.
3. If a production sample is not approved within the given date, CFM has a right to cancel the PO.
4. The approved production samples will be kept by CFM and will form the reference point for inspection before shipment.

10. INSPECTION OF GOODS

1. Inspection will be carried out only after receiving an **Advance Packaging List (APL)** (see Annex IV). All suppliers should send the **APL** atleast **2 days** before the final inspection date.
2. Inspection of the products will be done by CFM representative/s.
3. Inspection can be done at any stage and location during the manufacturing process.
4. The number of inspections to be done is at the sole discretion of CFM.
5. CFM representative/s will carry an **Inspection Sheet** (see Annex V) with him/her during the inspection. Both the CFM representative and supplier should sign it after inspection of the goods.
6. Once inspection is completed, the products should be packed and sealed. Any package that has been opened after sealing will be again inspected.
7. CFM will not accept any package whose seals are broken or tampered with.

8. In case CFM has to inspect goods in its office, it will recover man-hour cost involved in the inspection from Supplier.

11. REJECTION OF GOODS

1. The goods will be rejected if they are not developed as per the sample specification of CFM.
2. The cost of the rejected goods will borne by the supplier.
3. The cost of transportation of rejected goods will borne by the supplier.
4. The cost of transportation of any replacements of the rejected goods will borne by the supplier.

12. LABELING

1. Labeling will be done by the supplier as per the instructions of CFM.
2. Each product will have “**Hand Made in India / Made in India**” tag/stickers, unless any other tags/stickers are specified by CFM.
3. For incorrect carton label, fine to a maximum of **Rs. 500/-** per carton will be charged from the supplier.

13. PACKAGING

1. The **APL** should have measurements in **meters** and **kilograms**.
2. All packaging will be export worthy and withstand transportation by air, road and sea.
3. For specific products, packaging will be done by the supplier as per the instructions of CFM.
4. For fragile products, packed cartons will be subjected to drop test.
5. For products that need to have a tag on it, they should be packed individually. In other cases they can be packed in lots.
6. The goods will be rejected if the packaging is not as per instructions of CFM.
7. The packing should not get damaged during transportation.
8. The supplier has to bear the cost of repacking incase inferior packaging or damage during transit.

14. DELIVERY OF GOODS

1. All goods are to be delivered **FOB Delhi**.
2. CFM will charge the supplier for the transportation of goods to CFM office, if goods are delivered at other place other than CFM office or CFM designated warehouse in Delhi.
3. The supplier should send an **APL** before the goods get delivered to CFM.
4. Goods should be delivered latest by the delivery date mentioned in the purchase order.
5. Every late and/or incorrect delivery of the packaging list without prior written information and approval by the concern merchandiser will result in a fine of **Rs 1200/-** on the supplier by CFM
6. CFM can cancel at its sole discretion any product that is not delivered by the scheduled delivery date or can fine the amount of additional cost to airship any overdue items due to partial or incorrect fulfillment.
7. CFM will have the sole discretion to cancel the order if it is not satisfied with the goods and services of the supplier.

15. QUALITY/BREAKAGE

1. Any Quality Control issues or breakage incurred in transit to buyer due to poor packaging will be deducted from final payment of the supplier.
2. Items that do not meet minimum quality standards will be deducted from final payment of the supplier.

16. MODE OF PAYMENT

1. All payments to the supplier will be done by Cheque or Demand Draft.
2. If the payment is done by Demand Draft then the bank commission will be charged from the supplier.
3. CFM follows the following modes of payment:
 - a) **For Export Order:** - **25%** of the total amount of the order would be given as advance against the Purchase Order, **50%** after final inspection and delivery of product at CFM Office or CFM designated warehouse in Delhi, the remaining **25%** will be released after **15** days of the delivery of product and entry of wage component of artisans involved in the production process in their Pass Books.
 - b) **For Retail Order:** - No advance, **100%** payment on final inspection and delivery of goods to CFM Office or CFM designated warehouse in Delhi.

17. NEW PRODUCT DEVELOPMENT

To stay competitive and provide regular orders to its suppliers, its important that the supplier invest time and resources in New Product Development. CFM's design team will continuously work with the suppliers to develop a range of products two times in a year. All suppliers who sign up with CFM needs to commit the following:

- a) Commit time of required number of artisans who will work on developing samples with the designers
- b) Providing access to the master craftsman, master tailor or artisans to work with designers
- c) CFM will reimburse per day wage of artisans involved in the production process including cost of raw materials and other overheads consumed as agreed upon with the supplier.

18. MIS AND PASSBOOK

- a) All information related to artisans, wages and cost break up needs to be entered into the intranet of CFM by the suppliers.
- b) All suppliers need to update information related to wage component linked with individual PO on the artisan passbook section available on intranet. Final payment will be made only after verification of both information by a representative of CFM.

19. CONTACT INFORMATION

Please feel free to call or write to CFM at the following address for any clarification/information.

Community Friendly Movement

L-76, 1st Floor, Lajpat Nagar-2

New Delhi-110 024

Tel: 91-11-2982 0053, 2981 0476, Fax: 91-11-2981 0476

E-mail: info@whycfm.org, <http://www.whycfm.org>


NOTE:

The information provided in this handbook may keep on changing from time to time. Please refer to www.whycfm.org for an updated copy of production manual. All suppliers will be informed about these changes. All disputes are subject to Delhi jurisdiction



Annexure I

PARTNER INFORMATION SHEET

 COMMUNITY FRIENDLY MOVEMENT	Welcome aditya Change Password Logout																										
	My alerts and reminders																										
OfficeAdmin Partners Artisans Customer Information Sample Specification Customer PO Receive Samples Compare Samples Product Information Grading Sheet Supplier PO Raw material inspection Passbook Reports	Partners Partner Code Partner name:* <input type="text"/> Points of Contact <table border="1"> <thead> <tr> <th>Name:*</th> <th>Phone 1:*</th> <th>Phone 2:</th> <th>E-Mail:</th> </tr> </thead> <tbody> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> <tr> <td colspan="4" style="text-align: right;">Add</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Contact Name</th> <th>Phone Number</th> <th>Phone Number</th> <th>E-Mail</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table> Email: Official Email: Website: <input type="text" value="http://"/> Joining Date:* <input type="text"/> Address:* <input type="text"/> Organization Description:* Maximum 1000 characters Characters: <input type="text"/> Bank Details: <table border="1"> <tr> <td>Bank Name</td> <td>Branch</td> <td>Account Number</td> </tr> <tr> <td><input type="text"/></td> <td><input type="text"/></td> <td><input type="text"/></td> </tr> </table> <div style="text-align: right;"> <input type="button" value="Save"/> <input type="button" value="Clear"/> </div>	Name:*	Phone 1:*	Phone 2:	E-Mail:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	Add				Contact Name	Phone Number	Phone Number	E-Mail					Bank Name	Branch	Account Number	<input type="text"/>	<input type="text"/>	<input type="text"/>
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Please fill all the sections after registering and creating an account at www.cfmconnect.com



PRODUCT INFORMATION SHEET

CFM’s objective is to create an open and transparent market place for the suppliers and the producers. By completing this document you have agreed to share this with a larger audience. All sections are mandatory. Please fill in information available on intranet.

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<p>OfficeAdmin</p> <ul style="list-style-type: none"> Partners Artisans Customer Information Sample Specification Customer PO Receive Samples Compare Samples Product Information Grading Sheet Supplier PO Raw material inspection Passbook Reports 	<p>Product Information</p> <p>Partner code/name:* <input type="text"/></p> <p>Partner Details: Partner Code Partner Name</p> <p>Product Name:* <input type="text"/> Select to Edit: <input type="button" value="v"/></p> <p>Product Code: <input type="text"/></p> <p>Product Price: <input type="text"/></p> <p>Sample Details: Sample Name: <input type="text"/> Sample Code: <input type="text"/></p> <p>Description:* <input type="text"/></p> <p>Production description: <input type="text"/></p> <p>Product category details:* Category:* <input type="text"/> Sub Category: <input type="text"/> --Categories-- <input type="button" value="v"/> <input type="button" value="v"/></p> <p>Season: <input type="radio"/> Spring <input type="radio"/> Summer <input type="radio"/> Autumn <input type="radio"/> Festival</p> <p>Year: <input type="text"/></p> <p>Payment criteria: <input type="radio"/> Per Piece <input type="radio"/> Hourly <input type="radio"/> Daily <input type="radio"/> Weekly <input type="radio"/> Monthly</p>																																																																			
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SAMPLE PURCHASE ORDER



COMMUNITY
FRIENDLY
MOVEMENT

L-76, First Floor, Lajpat Nagar-2, New Delhi-110024, Tel: 011-2982 0053, Fax : 011-2981 0476

PURCHASE ORDER : Sl. No.			DATE:		
DATE OF DELIVERY:					
Supplier Name					
SERIAL NO.	DESCRIPTION	SIZE	QUANTITY	PRICE	TOTAL
TOTAL					
Rs.			For COMMUNITY FRIENDLY MOVEMENT		
NOTE:					
<ol style="list-style-type: none"> 1. The amount includes-Packing and delivery in Delhi (packaging should be 7 ply corrugated boxes with inners (export quality) approved by CFM. Each individual design/colour in separate cartons. 2. Final inspection by CFM. 3. Any Quality issues or breakage incurred in transit due to poor packaging will be deducted from final payment. Items that do not meet minimum quality standards will be deducted from final payment 4. Supplier should send an advance packing list to reach CFM before or on the due date of delivery. 5. Latest Delivery Date: at CFM office Delhi. 6. All rejects will be the liability of Supplier. 7. Put Silicajel in each boxes. 8. All disputed subject to Delhi Jurisdiction. 					



Annexure IV

SAMPLE ADVANCE PACKAGING LIST							
From : Name & Address of Supplier				To: CFM Delhi PO # 1234 Delivery Date#12/01/07			
Total Cartons	No. Sequence	Dimensions (meters)	Product Name	Product Code	Quantity Ordered	Net Weight (kg)	Gross Weight (kg)
3	BOX 1 OF 13	1x1x0.75	PRO 1	CD1	3000	36	40.50
2	BOX 4 OF 13	0.95x0.80x0.80	PRO 2	CD2	1000	28	30.80
1	BOX 6 OF 13	0.40x0.50x0.40	PRO 2	CD2	250	3.8	4.50
3	BOX 7 OF 13	0.95x0.80x0.80	PRO 3	CD3	750	13.2	17.40
4	BOX 10 OF 13	0.95x0.80x0.80	PRO 4	CD4	1000	44	49.20
13					6000	125	142.40
<p>Total Cartons # 13</p> <p>Total Net Weight # 125 kg</p> <p>Total Gross Weight # 142.4 kg</p> <p>Volume#2.654 Cubic Meters</p>							



Annexure V

SAMPLE INPECTION SHEET

Inspection Date:
Inspection Done By:
Supplier/Organization Name:
Purchase Order No:
Product Code:
Product Name:

NO.	ASPECT	SPECIFIED	INSPECTED	REMARKS
1.	Design			
2.	Material			
3.	Colours and Dyes			
4.	Adhesive			
5.	Measurements			
6.	Stitching quality			
7.	Quantity			
8.	Coding			
9.	Labeling			
10.	Packaging			
11.	Finishing			

No of Rejects:

Signature
(Person Inspecting from CFM)

Signature
(Supplier/Organization)