MILELE FLOWERS					info@mileleflowers.com		Evidence picture 2	Evidence picture 3	Evidence picture 4	Evidence picture 5	Evidence picture 6
QC REPORT				gc_complaints@mileleflowers.com	Evidence picture 1						
ARRIVAL DATE AT JKIA COLD RMS DROP POINT ARRIVAL TEMP:		1/11/2013 10.0°C		NAME OF SUPPLIER: INVOICE / D.NOTE #: CUSTOMER INVOICE #:	Tel: 254 7123 70192						
Line Code/Variety		Quantity As per D.NOTE	Actual qnty Received	Difference Received (+/-)	Quantity Rejected At 1° QC check	Quantity rejected at 2° QC check	# of boxes checked	Total Quantity rejected	Total quantity accepted	Quality Issue	Action taken
Bellerose	52CM	4*300stems	4*300stems	0	0	0	4		1200	) ok	Accepted.
Boheme	52CM	3*300stems	3*300stems	0	70	0	3	70		small headsize	rejected
Deep water	52CM	3*300stems	3*300stems	0	0	0	3		900	ok	Accepted.
Good times	52CM	2*300stems	2*300stems	0	0	0	2		600	ok	Accepted.
Memory lane	52CM	2*300stems	2*250stems	(-) 100	0	0	2		500	small bruises	growers warned
High society	52CM	3*300stems	3*400stems	(+)300	50	20	3	70	1130	botrytis	rejected
Precious Moment	52CM	3*300stems	3*300stems	0	0	0	3		900	ok	Accepted.
Red ribbon	52CM	4*300stems	4*300stems	0	0	0	4		1200	ok	Accepted.
Sonrisa	52CM	2*300stems	2*300stems	0	0	0	2		600	Unsleeved	sleeved on growers cost
Bellerose	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Chelsea	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Mario	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Good times	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Red ribbon	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Sonrisa	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Tropical Amazone	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Boogy	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Athena	52CM	1*300stems	1*300stems	0	0	0	1		300	ok	Accepted.
Total				0	120	20	35	140	10560		

Our quality department at the airport ensures that all the spees, quality; packaging is upto client's requirements. We use a standard quality check list as attached to ensure that all details of quality are communicated to both the client and the growers or any other party concerned. Milele flowers have a qualified team who has being into flower business for years and their experience is of paramount into driving our business together. Our complaint and relation department ensure that all matters are taken seriously and a solution is brought forward.