

# Quality Control Program Overview

How VIG LLC controls quality across IT asset disposition and refurbishment — from dock receipt to supervised release — at its Dallas, Texas facility.

ENTITY	FACILITY	SCOPE	REVISION
VIG LLC	2630 Andjon Drive, Dallas, TX 75220	ITAD & refurbishment	Rev A — June 2026

UNCONTROLLED WHEN PRINTED OR DOWNLOADED

## 1 Purpose & scope

This overview summarizes the quality control program operated by **VIG LLC** for IT asset disposition (ITAD) and electronics refurbishment at 2630 Andjon Drive, Dallas, TX 75220. It applies to all material received at the facility — customer retirements, reverse-logistics returns, and purchased lots — and to every processing step those assets pass through before release and shipment.

The program exists so that three things are always true: **every lot is reconciled at the dock, every storage device is sanitized and verified before release, and no lot ships without a supervised, recorded quality release.** Detailed work instructions, sampling tables, and inspection forms are maintained as controlled documents and provided to authorized clients through the VIG client portal.

## 2 Quality control stations

Quality is checked at three fixed control points, with station-level checkpoints in between. Each station writes its own record, stamped with the inspector and time.

### 2.1 — Incoming / receiving inspection

- **BOL reconciliation.** Received counts are verified against the Bill of Lading and packing list. Any count variance is recorded with the variance quantity and flagged for client notification — discrepancies are resolved at intake, not at settlement.
- **Condition & damage review.** Pallet and carton condition is inspected and photographed; transit damage is documented on the receiving record.
- **Focus Materials flagging.** Loads are screened for R2v3 Focus Materials — data storage devices, batteries (including lithium), CRTs / CRT glass, mercury-containing devices, circuit boards, and toner / ink cartridges — and flagged for controlled handling.
- **Quarantine.** Lots with unresolved variances, suspect material, or damage that prevents safe processing are moved to a designated quarantine location until dispositioned.

## 2.2 – Process stations

Assets flow through five recorded process stations: **audit** → **wipe** → **repair** → **cosmetic** → **pack**. Each station has its own checkpoint criteria; a unit cannot advance with an open failed checkpoint. The wipe checkpoint is the hard gate: it cannot pass without an attached per-serial wipe log and a completed verification (Section 3).

## 2.3 – Final pre-ship inspection

- **AQL acceptance sampling.** Outbound lots are sampled per **ANSI/ASQ Z1.4** — single sampling, normal inspection, General Inspection Level II, house default AQL 2.5. The sampling record stores lot size, code letter, sample size, accept/reject numbers, sampled serials, and result.
- **Packaging & labeling checklist.** Counts against shipping documents, customer labeling, removal of prior asset tags, physical protection, and carton-to-BOL label match.
- **Supervisor release & record locking.** Only a QC supervisor may release a lot. On release, the inspection records are locked; locked records cannot be edited or deleted, and unlocking is restricted to supervisors and is itself recorded.

CONTROL POINT	WHAT IS CHECKED	RECORD WRITTEN
Incoming	BOL reconciliation, counts, damage, Focus Materials, quarantine decision	RECEIVING INSPECTION RECORD
Process	Audit, wipe (hard gate), repair, cosmetic grade, pack checkpoints per unit	STATION CHECKPOINT RECORD
Final	Z1.4 AQL sample, packaging checklist, supervisor release	SAMPLING LOG + RELEASE RECORD

## 3 Data sanitization

VIG LLC performs **logical data sanitization only, per NIST SP 800-88 Rev. 1**. Three methods are used, selected by media type: **NIST Clear — overwrite**; **NIST Purge — cryptographic erase**; and **NIST Purge — sanitize command**.

- A **wipe log is retained for every serial number**, recording the device, storage media, method, tool and version, start/finish times, result, and technician.
- **Verification is required before release.** The wipe checkpoint cannot pass without the attached wipe log and a completed verification; media that cannot be verified does not ship as sanitized.
- Media that fails sanitization or verification is quarantined and dispositioned through the nonconformance process (Section 4).

### WHY IT MATTERS

Per-serial wipe logs tie every storage device to a named method, tool, result, and technician — the evidence chain your auditor asks for first.

## 4 Nonconformance & corrective action (NCR / CAPA)

Nonconforming material or process escapes raise a numbered **NCR**. Each NCR records the source, affected quantity, immediate action, and one of four dispositions: **rework**, **scrap**, **return**, or **use-as-is**. Root cause is analyzed using a recorded method (5-Why, fishbone, or 8D). Where a systemic cause is found, a **CAPA** is opened with an owner, action plan, and due date — and is closed only after a scheduled **effectiveness check** confirms the action worked.

## 5 Calibration & training

Inspection and test instruments are held on a calibration schedule with recorded results and due dates; out-of-calibration instruments are removed from service. Personnel qualifications are tracked on a **training matrix** by competency (receiving, sanitization, repair, cosmetic grading, packing, final QC, safety, R2v3), with trainee / qualified / trainer levels and expiry dates.

## 6 Certifications

The program operates under **R2v3 certification #274644 (valid through March 2029)**, with management systems registered to **ISO 9001:2015** (quality), **ISO 14001:2015** (environmental), and **ISO 45001:2018** (occupational health & safety). VIG LLC is a **Microsoft Authorized Refurbisher**. Certificates are viewable and verifiable at [vigitad.com/quality](http://vigitad.com/quality); copies are provided on request.