John Cheung, Retc, Hong Kong (LabSpion and BaseSpion)

1. ***Please, tell us about your company. What does it do, what are its main products and services?***	My department is an inhouse lab responsible to perform quality check for the mother company. Mother company is a grocery chain store
2. ***How old is your company? Are you operating nationally/internationally?***	The lab is 7 years old now. Mother company is operating internaltionally
3. ***Are you a manufacturer of luminaires?***	No
4. ***Which professional websites and publications do you visit/read regularly?***	CIE
5. ***Which exhibitions and fairs do you attend and exhibit at?***	Hong Kong Lighting Fair Light+building Frankfurt
6. ***Which Viso product are you using?***	Basespion, Labspion
7. ***How did you measure the light quality before the Viso products?***	With integrating sphere
8. ***What were the main challenges in light measurement or the technical characteristics of your lamps?***	To measure the light output of battery operated lamps.
9. ***How did you determine the light quality prior Viso? Can you, please, list organizations (research labs, etc.), if you used any?***	3rd party lab like TUV SUD, SGS

10. ***How long did it take to measure a single lamp, on average (incl. shipping and waiting time, if you involved third party organizations)?***	7-10 days
11. ***What was the cost of a single lamp measurement, on average?***	EUR500
12. ***What was your measurement error and uncertainty interval, on average?***	5%
13. ***How did you change the light metrology with the Viso product?***	
14. ***How long do you measure a single lamp with the Viso products now?***	< 1hour
15. ***How many lamps do you measure per week, on average?***	50
16. ***What are the additional tasks you are solving with the data provided by the Viso technology, aside from supplying your lamps with exact light characteristics? (For example, you use the data to improve on existing lamp designs, engineer and supply new lamps, other services and/or products.)***	Product design, market benchmarking, quality assurance and control…
17. ***What was the impact of the Viso measuring products on the range of your company products? Did you increase the total number of your lighting items?***	Viso products help us to save time and money so that we could have more resource to focus on other quality aspect.

18. How did the quality of your lighting items change after the implementation of the Viso products?	Positively, we deliver better products my using Viso.
19. How did the implementation of the Viso technology influence the dynamic of your company's growth?	Same as 18
20. How did the new Viso technology influence the company's revenue (percentage-wise)?	In terms of 3rd party testing expenditure, it is over 80% for photometric tests.
21. Are you able to increase the retail price of your lighting items after the new Viso technology?	Not applicable to my business case.
22. How long did it take for you to return the investment in the Viso products?	< 1 year
23. Can we use your company's name as a reference point in our sales cases?	I am afraid not
24. Would you like the Viso marketing team to contact you on the phone to confirm the correctness of submitted data?	Sure
25. Other comments and suggestions.	Very robust and efficient measurement system. Some measurement range could achieve lab grade accuracy. If Viso is targeting business of laboratory, you should focus on improving the accuracy of the technical specification, and support on traceability and calibration.
26. Contact person, responsible for the Viso products.	John Cheung