

Capability Deck 2026

Services, process and commercial model in one document, for teams evaluating a luggage supply chain partner.

Organisation	LuggagePro — Shenzhen, Guangdong, China
Team	Senior luggage professionals; 30+ years combined experience across development, sourcing, quality, logistics and compliance
Coverage	Hardside and softside luggage, bags and travel accessories
Model	Disclosed commission on a factory-direct contract

How to use this document

- Read sections 1 and 2 for the model, section 3 for the process, section 5 for the commercial terms.
- Every number in this deck is either a fact about how we work or a defined range in a programme plan.
- We do not publish client names or logos. References are discussed on a call, with the roles behind them.
- If a project is not a good fit we say so early, before any work is billed.

1. What we are, and what we are not

LuggagePro is a **luggage product development and supply chain partner**, based in Shenzhen. We help emerging travel brands move from concept to repeatable production.

What we are not: a sourcing agent that hands you a factory list and an invoice, a trading company fronting someone else's production, or a design studio that disappears when the tooling is cut. The contract for production sits between you and the factory. Our commission is disclosed on the order.

2. Seven disciplines, one team

Discipline	What it covers
Product development	Brief to specification, sampling rounds, BOM, pilot run
Material sourcing	Shell polymer, lining, hardware, wheels, zippers, packaging
Production management	Capacity booking, production schedule, line-side problem solving
Quality control	IQC, IPQC, FQC and pre-shipment inspection against an agreed AQL
Logistics and customs	Freight mode, consolidation, documentation for landed cost
Compliance and ESG	REACH, CPSIA, Prop 65 co-ordination, social audit preparation
After-sales and spare parts	Warranty parts, defect follow-up, next-run correction

3. The process, gate by gate

Gate	What happens	What you receive
1 — Discovery and spec	Product brief, target cost, volume and compliance market are fixed	Written specification and a frank view on the price target
2 — Factory match	A shortlist is matched to your category, MOQ and quality tier	Evaluation summary per factory, with the honest comparison
3 — Sampling and validation	Protos and materials are tested against the specification	Sample evaluation report against the spec, with pass/fail per point
4 — Production	IQC, first-article and in-process checks	Photo-documented inspection records at each gate
5 — Pre-shipment	FQC and OQC against the agreed AQL	Pre-shipment inspection report with defect log
6 — Logistics	Freight booking and documentation	Documents set: invoice, packing list, test reports
7 — After-sales	Warranty parts and defect follow-up	Defect log with corrective action to closure

*Indicative duration for a first carry-on programme: the engagement flow published on goluggagepro.com states **typically 10-14 weeks from kickoff to first shipment**. Individual programmes vary with product complexity, tooling scope, testing requirements and factory capacity at the time of booking — the range is a planning figure, not a commitment.*

4. How we work with the factory contract

- **You contract the factory.** The purchase order and the payment relationship are yours.
- **You see the factory invoice in full.** No markup hidden inside a bundled unit price.
- **Our commission is disclosed on the order** and agreed before work starts.
- **We hold the quality gate, not the commercial gate.** Inspection results are reported as found.
- **Defects are tracked to closure** with severity classification and a named owner.

5. Commercial model

Element	How it is structured
Basis	Disclosed commission, agreed in writing before work begins
Billed against	The order, so the cost is visible per shipment
Quality services	Per batch, with an annual compliance subscription available
Design and development	Scoped per programme, staged across gates
Retainer	None. Engagement can start at any single stage

6. What to send us to get a useful first answer

- Product category and a sketch, reference or sample if one exists.
- Target retail price and the landed cost you are working to.
- Expected first-run quantity, and whether that number is fixed or a test.
- Destination market, because it drives the compliance block.

- Your deadline, and what it is anchored to — a season, a launch, or a funding milestone.

With those five answers we can usually tell you within one working day whether the price target is realistic, and what the programme would need to look like.