5/15/2023

**Internal QA procedure**

**Global QA Manger to handle all internal and DC QA call-outs:**

**DC call-out process:**

1. GQM: review the following information to make educated decision to release call-out or determine next steps:
   1. Full Order quantity, PO ship/dock dates, any POs released to stores/wholesale
   2. Vendor name and agent
   3. Review TOP/approval photos
   4. All QA history- 3rd party inspection, factory inline inspection, TOP issues, other DCs inspect?
2. GQM: release if able to accept or advise further action required
   1. Size sets to home office
   2. Further inspection at DC to determine action
3. If not able to release GQM to alert tech/tech manager/production/brand lead of issue via email with further information once size sets received
4. GQM: all size sets received and reviewed
   1. If able to release as saleable/issue not warranted = GQM to email team to advise of release internal/DC
   2. If further review is required, GQM will advise time during QA fit review to team

**Internal call-out:**

1. Home office (buyer/tech/production) advises issue WITH all information required:
   1. History of issue: where did call-out originate: example: customer reviews
      1. Give all details of issue, photos, spec, key POMs for GQM to properly proceed with investigation
   2. Current POs, any re-orders, etc
   3. Style # and description, brand, and any samples or examples on hand of issue
2. GQM: proceed as required for issue- inspection at DC or size sets to home office for review
   1. GQM to advise findings to team on original email
   2. If no issue deemed, GQM to release
   3. If issue, GQM to arrange on original email QA fit model time to review

**QA Fit time: review issue collectively:**

\*\*\*re-occuring fit model time = 1 hour each day in late afternoon. Zoom link provided and in person welcome!

**Attendees:** brand lead, production, tech/tech manager for style, GQM

**Final resolution type/action:**

1. Commercially Acceptable: GQM to release and advise final action on internal email
2. If NOT commercially acceptable; determine next steps:
   1. Can tolerance be increased if spec issue and complete 100% inspection
      * GQM to create DC POM page for increased tolerances
   2. Re-size – 3rd party relabel/ticket
   3. Minimal sewing revisions such as button/trim securing to garment, adding tacks, clipping loose threads etc. **NO major sewing repairs**
3. IF not saleable – order is rejected
   1. brand lead to work with buyers to determine if sell-off/donate/destroy.
      * no true RTV (return to vendor) unless vendor has USA facility

\*\*\*note: any goods released to store cannot be returned to DC. If deemed not saleable, retail goods will need to be donated/destroyed. Production to work with buyers to facilitate.

1. GQM: to advise final actions/recap on internal email and follow thru with steps as determined in review.

\*\*if key members cannot attend review, email with full recap will be given for team to advise final resolution via email

1. GQM: update final resolution and comments in TS

**\*\*\*NOTE: final resolution for orders under 700 total units = release or reject. Exceptions for needle pushers/test/etc ONLY\*\*\***

**Vendor Communication:**

1. GQM- once issue is confirmed, email to vendor with production/brand lead/tech cc’d
   1. Send full recap: photos, spec report, samples, etc
   2. Request all inspections for style and any factory history
2. GQM- follow up with vendor on final resolution
   * Release : Advise vendor of action, but all future styles/reorders to be improved without issue
3. Production is responsible to communicate final actions if not deemed acceptable/released.
   1. Production to work with vendor to gain vendor acknowledgement of issue and any further actions required – such as chargebacks

\*\*\*vendor to always be notified, even if issue can be accepted as need to continually work to ensure product is to standards\*\*\*

**Further actions:**

1. GQM: determine root of issue
   1. If issue could be prevented by different construction, fit, etc this information is shared with tech managers during weekly calls to educate team and share learns
2. GQM: regularly accessing vendor performance to determine inspection upon arrival.
3. GQM: accessing call-outs and performance to work with vendors in general to improve QA rating