

QM Procedures URBAN OUTFITTERS, INC.



UPDATED 4/20/23

**URBAN
OUTFITTERS**



New Term:
QM = Quality Measure

Will replace the usage of “QA” or “QC” for a more clear understanding

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- **Who** needs to be inspected?
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 - Reporting issues
 - Email 'callout' example
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**URBAN
OUTFITTERS**



What needs to be inspected?

Sample quantity pulled is expected to be representative of the entire order by color and size for audit. This ensures all aspects of the PO are reviewed in full.

- INSPECTION REQUIREMENTS

- GAP and RNO are required to audit all classes, vendors or styles as flagged in Qlik
 - Any call outs from Tech
 - GFC is required to audit all wholesale styles and any callouts (as needed).
- DC's are required to measure a **MINIMUM of 2 size sets per PO**, to include all major POM's ensuring one of each size on the PO is measured.
 - If there is more than one (1) color on the PO, two different colors should be pulled for audit
 - Notes should be added on fit eval page** to notate which sample set (Sample 1 or Sample 2) belongs to which color
 - ❖ See example of correct notes, highlighted at right
- Each size set is to be measured by a **different QA auditor**, if able

Item Information


Fit Description: W2 TOLERANCE
 Created On: 2022-05-05 15:50:12
 Designer: NIKKI DEJESUS
 PO(s) Tested: FLOOR DIRECT
 Tech Designer: HEATHER HARTMAN
 Fit Eval Location: GAP FULFILLMEN
 QA Tech: []
 QA Audit Status: HOLD







Audit Comments

NHP
 1 - WHITE (NO L, NO S)
 2 - BLACK (NO M)
 3 - BROWN
 4 - PAPAYA

Notes and Images

Description



Points of Measure										
Img	How to Measure	Code	Alt Description	Tol -	Tol +	L	Sample 1	Sample 2	Sample 3	Sample 4
		VF01	Shoulder Forward Seam from HPS @ Neck	0	0	1/2		1/2	1/2	1/2
		VF32	LOW HIP PLACEMENT FROM HPS	0	0	25				
		HF20	LOW HIP	-3/8	3/8	20		21	22 1/2	21 3/4

Who needs to be inspected?

Any changes in the lists will be changed in Tradestone and updated through QLIK

MONTHLY ROTATING VENDORS will be updated periodically. Please make it a regular process to check for updates!

- **MONTHLY VENDORS:**
 - FOUR vendors will be rotated through this section so we can gain visibility into vendors who aren't inspected full time
- **QUARTERLY VENDORS:**
 - List will include new vendors, vendors performing badly, etc.
 - Should not change more frequently than every quarter or so
 - Need a few months to determine performances
- **OBI (IMMEDIATE) VENDORS:**
 - List will not change often unless vendors are performing extremely well and can be moved
- **ANTHRO PLUS:**
 - Plus should be inspected as balance of missy; by **vendor list (quarterly, OBI, 4 MONTHLY vendors)** or by **home office request**
- **MOVEMENT:**
 - Currently only inspecting performance classes
 - Will change as movement business grows and customers gain loyalty with new brand

***All POs waiting to be inspected that are **past 7 days**, are to be released

Preparing for Inspection

- Prior to starting Spec and Measure process, each auditor should review the Qlik sheet **QM Auditors Reference Guide**
- When searching by style number, each auditor will sort the results by Issue Date.
- If QA Fit eval exists for a given style number, with an Issue date within 30 days, also with a Final Resolution of Released No Issue or Released, no measuring or inspection is needed. The goods may be returned to inventory.
- If Size Set Fit Eval exists with any other Final Resolution, refer to the notes and comments, perform Spec and Measure audit and enter findings in a newly created QA Fit Eval. **NOTE: All status updates for a known issue will be maintained in the Size Set Fit Eval created when issue was discovered.**
- COO and Sku accuracy should be checked as well
- If an issue occurs on a style that requires a strong hold in ALL DCs, notes should be entered in IP Comments, to communicate to all DCs with pending receipts. QA Manager in Home Office will manage this communication.

QM REPORTING
 Data last loaded: Aug 16, 2023, 3:35 PM
 Published: Aug 7, 2023, 5:39 PM
 Published to: Production & Sourcing

Public sheets (3)

- QM RECEIVERS GUIDE
- QM AUDITOR REFERENCE GUIDE
- QM VENDOR ANALYSIS

QM AUDITOR REFERENCE GUIDE									
Q BRAND	Q CLASS	Q COMMODITY	Q VENDOR STYLE #	Q PO #	CLO (Y/N)	IMMEDIATES FLAG	QM FLAG-CLASS	QM FLAG-VENDOR	
ANTHROPOLOGIE	0001		BS-31-JAN-202	EU0000463217	N	OB	ACTIVE	ACTIVE	
FREE PEOPLE	0111	ACCESSORIES	ZHCU0102	EU0000463806	Y	OBI	INACTIVE	INACTIVE	

AUDITOR REFERENCE DETAILS										
PO #	VENDOR STYLE #	SHORT SKU	IMAGE	BRAND	VENDOR #	VENDOR NAME	QM FLAG-CLASS	QM FLAG-VENDOR	ACTIV... DATE	QM FLAG-STYLE
0004717341	#126385	82321530		URBAN OUTFITTERS	35635	DESIGN IDEAS.	INACTIVE	-	-	-

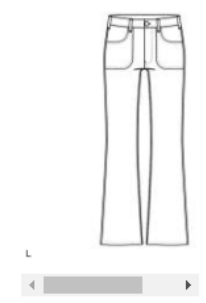


Preparing for Inspection

- The auditor must have the correct Tradestone information and packing list before beginning the audit.
- Fit eval should be created as soon as possible for info to feed into QLIK
 - If aspects of Tradestone are not clear, auditor should contact the Quality Control Coordinator for a resolution prior to beginning the audit.
- TOP comments in Tradestone are referenced and confirmed against audited units
- Care & Content labels, country of origin (COO) and color should be confirmed
- Confirm hangtag detail and placement or SKU label placement on product to ensure accuracy and details

Parent Information

Owner	URBN	Request No	HQ1509550
Vendor Style No	OP1472552	Style Description	OB LR ICON FLARE BLANC WA
Season	TRANS 2022	Class	4426
Class Desc	ANTHRO JEANS - PLUS	Sub-Class	DENIM
Dept	ANTHRO PLUS SIZE	Div	APPAREL EXTENDED SIZES
Brand	ANTHROPOLOGIE	Sub Brand	PILCRO
Development Stage ADOPTION			



Sample Selection

Sample No	SizeCode	Sample Type	SampleStatus	SampleRequest ID
All	20W			
Sample 2	20W	TOP	APPROVED	408152
Sample 1	20W	PROTO	APPROVED	383374

Images

Description



Evaluation Information	Item Information	Sample Information	Sample Comment
Agent: IMMEDIATES Vendor: BAYKAN DENIM KONFEK... UM: EA Fit Eval Status: APPROVED Fit Approval Date: 02/28/2022 Number Format: 300 Rose LLC	Fit Description: PLUS - W1 TOLERANCE Designer: KRISTA KELLEY Tech Designer: CHYRRL SIMS Created On: 2021-12-08 14:00:54	Sample No: Sample 2 SampleRequest ID: 408152 Sample Type: TOP SampleStatus: APPROVED Date Fit: 04/28/2022 Fit Eval Tech: CHYRRL SIMS Sample Measurer: [] Primary Tech Sample Rating: [] Secondary Tech Sample Rating: []	4/28/22: PLUS TOP COMMENTS Missy: Approved. Labeling: All Correct. Care Label: All Correct. Bulk Pattern in TS: No Specs: Vendor specs commercially acceptable. Fit on Form or Model: Sample looks correct for fit and details. Status: Approving based on fit on model. DC Only page added. Thanks, Chyrri



Entering Specs

- Auditor will refer to Tradestone Tech Pack, creating a QA measurement worksheet for the style in question.
 - Physical measurements are noted accordingly in the Tradestone Fit Eval. This should be done at the time the audit is taking place.
 - If 2 -3 measurements within the same spec row, or size column, are out of tolerance (show up in red), issue should be called out (email of issue sent- see 'post inspection: reporting issue' slide)

Points of Measure	Sample Specification														
	Alt Description	Tol -	Tol +	16W	Sample 1	Sample 2	18W	Sample 1	Sample 2	20W	Sample 1	Sample 2	22W	Sample 1	Sample 2
FABRIC WEFT SIN STRETCH TO	-1/8	1/8								7					
Waist @ Top	-1/4	1/2	18	19	18 1/2	19	19 3/8	18 1/2	20	20 1/8	20 9/32	21	20 7/8	21 1/4	
Waist @ Bottom	-1/4	1/2	18 5/8	19 1/4	18 7/8	19 5/8	19 7/8	19 1/8	20 5/8	20 5/8	20 7/8	21 5/8	21 1/2	21 5/8	
WB Height	-1/16	1/16	1 1/2			1 1/2			1 1/2	1 1/2		1 1/2			
Low Hip Placement from Top Waist @cf & ss	0	0	6			6 1/2			7	0		7 1/2			
LOW HIP PLACEMENT FROM TOP WAIST @...	0	0	8 3/4			9 1/4			9 3/4			10 1/4			
Low Hip	-1/4	1/2	22	22	21	23	22 1/2	23	24	23 7/8	24 3/8	25	24 3/4	25 7/8	



Visual and Construction Inspection

VISUAL (examples at right)

- Each piece should be inspected for any visual imperfections that could be noticed by the customer
 - holes, stains, loose threads, unraveling embroidery
 - Pen marks at placement locations (marking buttonholes)
 - shading variance from piece to piece

VISUAL ON FORM

- Torque– often seen on dresses with princess seams
- Stains or holes at “critical areas” (center of body)
- Overall appearance
- cuffs/ inside of pants or anything you can roll up to 4”
- If issues found on form, needs to be called out as an issue to the team because it will be visible to customer when wearing

CONSTRUCTION

- Hardware closures not functioning properly, loose or falling off
 - Check buttons, zippers, snaps, any closures
- Test seams for any seam slippage (an indication of the tendency of yarns to slip at a seam when stress is applied)
- Embellishments loose or falling off

SHADING



UNRAVELING EMBROIDERY



Visual and Construction Inspection

VISUAL

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STRETCHING AT ZIPPER TAIL



TORQUING



Visual and Construction Inspection

VISUAL

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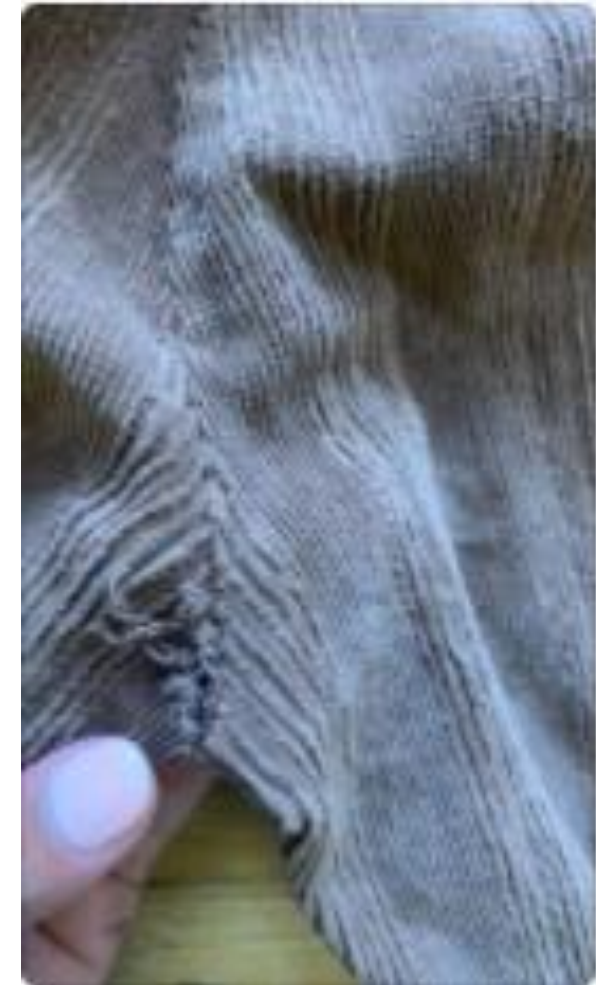
CONSTRUCTION (examples at right)

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- **Embellishments loose or falling off**

MISSING SEQUINS/ SEQUINS FALLING OFF



SEAM SLIPPAGE



Spec Inspection

- An audit of the base size will be conducted, to include ALL points of measurement (POMs)
- For all other sizes, all critical POM's should be measured, **including any minor POM's found to be out of tolerance** on the base size.
- **Critical Points of Measure – Lengths and Circumferences**
 - CF Length & CB Length (Side Seam Length if noted)
 - Across Shoulder
 - Neck Width
 - Front and Back Neck Drop
 - Chest
 - Waist
 - Hip (high hip, low hip or any other hip measurements)
 - Sweep/Bottom Opening
 - (For Pants) Inseam & Outseam, Front & Back Rise, Waist
 - (For Narrow Pants or Denim) Leg Widths
 - Minimum Extension on horizontal seams
 - Armhole, sleeve length and sleeve opening

How to measure hip- 3 pt

measure and mark placement for hip
ensure to follow if POM is taken from top/bottom waistband
CF should be lower than side seams based on curved waistband



step 2: measure front point at side seam to CF angle

step 3: pivot tape measure at CF to side seam at placement from top of waist



How to Measure “Fabric Stretch”

1. Measure 5” and mark on sample with pins
 2. Then stretch to max to see the #
- (It is similar to width relaxed/extended)



mark 5” on 1 ply of denim. can be any 5” on garment if doing on leg, ensure at least 3” up from edge



stretch fabric out as much as possible that # = fabricstretch. this style is stretching to almost 6” so stretch = 6”

How to Measure “chest at armhole- CF to CB”

1. Line up center front to center back, lining up side seams if able



2. Measure back portion (not extending smocking if measuring “relaxed”)



3. Pause and hold finger to tape measure before continuing with front portion



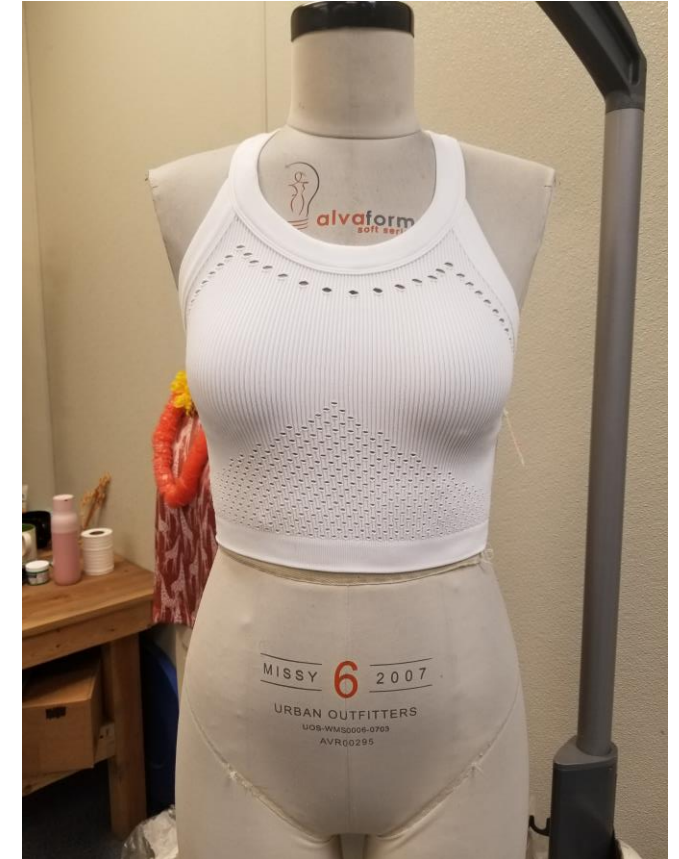
4. Walk through any bust/chest projection until reaching garment edge



Inspection on dress form

- The audited base size will be put on the dress form for visual assessment.
- BASE SIZE:
 - Size 6, Medium or 28 for Urban Outfitters Women
 - Size 6, Small or 28 for Anthropologie, Free People and BHLDN
 - Size 20W or 2X for A+
- If there is an issue with the style, images of **front**, **back** and **sides** as well as **close ups** on any specific issues should be included in email
- Even if there is no issue, QM auditor should put sample base size on form after audit to look for visual/ construction issues

Good/ clear images of front and back of tank on dress form



Examples of issues only clearly visible on form:

UNEVEN CASING



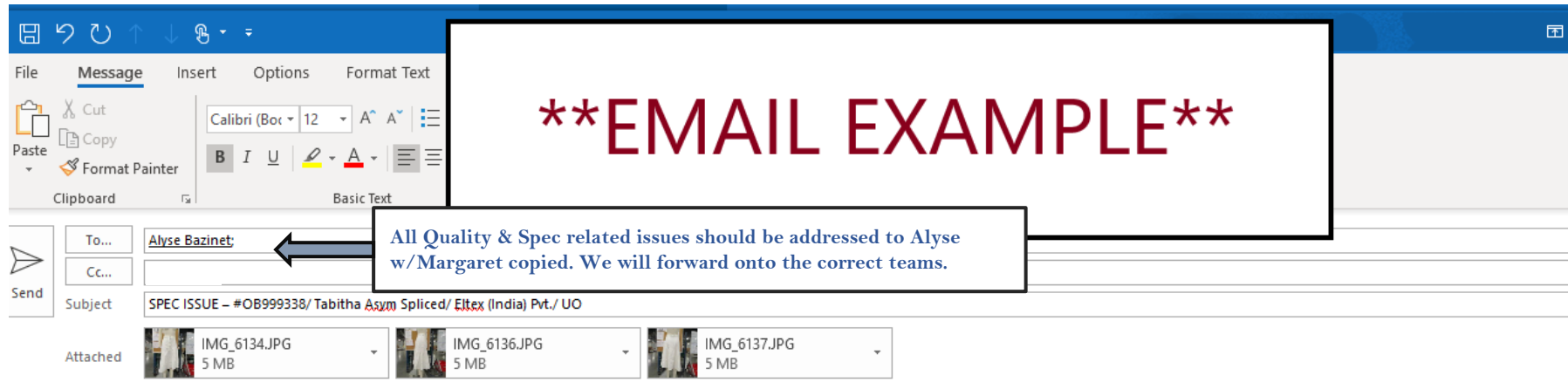
UNEVEN HEM



Post Inspection: Reporting Issues

- If 2 -3 measurements within the same spec row, or size column, are out of tolerance (show up in **red**), issue should be called out and placed on QM hold.
- If style is on QM HOLD, auditor will send a detailed email to Quality Control Coordinator using the correct email format (shown on slide 14)
- Auditor should confirm that Tradestone measurements are updated from their end and include detailed photos
 - See "Standard Email Format" to follow.
- Samples representative of the inspection may be requested to be sent to the home office.
 - Each **sample will need to be numbered** if more than one unit per size was measured to align with fit eval sample #'s (written on a sticky note and attached to garment w/ a paper clip, or lightly written on retail price tag)
- Style should remain on HOLD until a resolution is determined. Resolution will come via email
- If a second audit or full inspection is requested, the auditor will notate which colors/ sizes are newly inspected
 - Should be inspecting designated points of measure or point of reference requested by the team
 - The findings of the 2nd audit should be passed to coordinator who will relay them to the tech team

Alt Description	Tol -	Tol +	L	Sample 1	Sample 2	M	Sample 1	Sample 2	S	Sample 1	Sample 2
HPS = Shoulder Fold @ Neck Edge											
*											
Shoulder Forward Seam from HPS @ Neck	0	0	1/4			1/4			1/4		
Shoulder Slope from HPS @ Shldr. Sm. to ...	-1/8	1/8	3/4			3/4			3/4	3/4	
Body Length @ CF from HPS	-3/8	3/8	58	57 1/2	58	57	57 3/8	58 3/4	56 1/2	53 3/4	54 3/4
Front Neck Drop- HPS to Edge (under 10")	-1/8	1/8	10 1/2	10 1/2	10 1/2	10 1/4	10 1/2	10 1/2	10	10	10 1/4
*											
Across Chest Placement from HPS	0	0	6			5 3/4			5 1/2		
ACROSS CHEST - NECK EDGE TO AH EDGE (...)	-1/8	1/8	3 5/8	4	3 5/8	3 1/4	3 1/4	3 1/4	3	3	3
Chest @ 1" Below Armhole relaxed	-1/4	1/4	17 3/4	17 1/2	17 1/2	16 1/4	17 1/4	16 1/4	15 1/4	15 1/4	15 1/2
Chest @ 1" Below Armhole *measure on li...	-1/4	1/4	21 1/4			19 3/4			18 3/4	18 7/8	
Bottom Waist Seam from HPS @ CF	-1/8	1/8	19 1/4	18 7/8	18 3/8	18 3/4	19	19	18 1/4	17	17 1/4
width at under bust seam along seam CF t...	-1/4	1/4	18			16 1/2			15 1/2	15 1/4	
top casing Waist @ Seam-relaxed	-1/4	1/4	16 1/4	16 1/4	16 1/4	14 3/4	15 1/4	14 1/2	13 3/4	14	14
center casing @ Waist relaxed	-1/4	1/4	16			14 1/2			13 1/2	13 1/2	
bottom Waist @ Seam-relaxed	-1/4	1/4	16 1/2	16 3/8	16 3/8	15	16 1/2	14 3/4	14	14	13 7/8
Minimum extended at all seams	-1/4	1/4	21	20 3/4	20 3/8	19 1/2	19 1/2	19	18 1/2	18 1/4	18



****EMAIL EXAMPLE****

All Quality & Spec related issues should be addressed to Alyse w/Margaret copied. We will forward onto the correct teams.

Hi Alyse,

VENDOR: Eltex (India) Pvt.
VENDOR STLYE #: OB999338
BRAND: Urban Outfitters
STYLE DESCRIPTION: UO Tabitha Asym Spliced
PO #: 2066576
PO QTY: 140

All info in Tradestone. This was copy/pasted

ISSUE: Size XL has two measurements that are out of tolerance. (Only 2 size XI are avail.)

A brief explanation of the issues you are seeing

Measurement issues – see fit eval # 92354

OF UNITS CHECKED: 6

The number you physically inspected

OF UNITS WITH ISSUE: 2

The number that physically had an issue

Pictures attached. - YES

This PO will remain on hold.

Please Advise.

Post Inspection: Updating Tradestone

Post Inspection: Updating Tradestone

(after completing fit eval)

STEP 1: be sure the **VENDOR** is filled in the vendor box

To do so, type in the **vendor ID** under the **party ID** column

STEP 2: from the **FINAL RESOLUTION** drop down list, select **RELEASED NO ISSUE**

STEP 3: scroll down below fit eval and select **RELEASED NO ISSUE** under QA STATUS tab

STEP 4: Add **DATES** to resolution date and date released

STEP 5: from **ISSUE DETAIL** drop down, select **'N/A'**

valuation Information

gent
[input field]

endor
ELTEX (INDIA) PVT. LTD.

M
EA

umber Format
raction

Item Information

Fit Description
W2 TOLERANCE

Designer
CHANTE GOSSETT

Tech Designer
JOANNE CREAMER

QA Tech
HARLENE GRAHAM

Audit Comments
SAMPLE # 1 -OLGA
SAMPLE # 2 - JANIE
CLASSIC COMBO/DENIM COMBO/CARAMEL COMBO

Created On
2022-07-21 08:43:32

PO(s) Tested
4076245

Fit EVal Location
GAP DC

QA Audit Status
PASS

Final Resolution

- RELEASED NO ISS
- Select--
- DONATE / DESTROY
- PENDING RESOLUTION
- RELEASED
- RELEASED NO ISSUE
- RTV
- SELL-OFF

Notes and Images

TRADESTONE CHANGES (after

completing fit eval)

STEP 1: be sure the VENDOR is filled in the vendor box

To do so, type in the vendor ID under the party ID column

STEP 2: from the **FINAL RESOLUTION** drop down list, select **RELEASED NO ISSUE**

Code	Alt Description	Tol -	Tol +
[input]	[input]	[input]	[input]

	800	L R		ST06	Front Straps Apart - inside - relaxed	-3/8
	2,960	L R		ST01	Strap Length - Each	-1/2
	4,600	L R		TS01	Top Loop Placement to CB Waist seam	-3/8
	5,210	L R		HF12	Waist @ Seam - relaxed	-3/8
	5,290	L R		HF12	Waist @ Seam - minimum extended	-3/8
	5,300	L R		RF01	Top Ruffle Height	-1/8
	5,590	L R		RF01	Bottom Ruffle Height	-1/8
	6,480	L R		HF24.2	SWEEP at seam - Along curve shape	-3

NFO

Call out

Date

Lead

Details

Comments

1

2

TRADESTONE CHANGES (after completing fit eval)

- ✓ **STEP 1:** be sure the VENDOR is filled in the vendor box
- To do so, type in the vendor ID under the party ID column
- ✓ **STEP 2:** from the FINAL RESOLUTION drop down list, select RELEASED NO ISSUE
- STEP 3:** scroll down below fit eval and select **RELEASED NO ISSUE** under QA STATUS tab

LM Purchase Order Quick Search Go

Size Set: 153948

Overview Attachments

QA	P/S	Sort	Img	How to Measure	Code	Alt Description	Tol -	Tol +
<input type="checkbox"/>	<input type="checkbox"/>	800			ST06	Front Straps Apart - inside - relaxed	-3/8	3/8
<input type="checkbox"/>	<input type="checkbox"/>	2,960			ST01	Strap Length - Each	-1/2	1/2
<input type="checkbox"/>	<input type="checkbox"/>	4,600			TS01	Top Loop Placement to CB Waist seam	-3/8	3/8
<input type="checkbox"/>	<input type="checkbox"/>	5,210			HF12	Waist @ Seam - relaxed	-3/8	3/8
<input type="checkbox"/>	<input type="checkbox"/>	5,290			HF12	Waist @ Seam - minimum extended	-3/8	3/8
<input type="checkbox"/>	<input type="checkbox"/>	5,300			RF01	Top Ruffle Height	-1/8	1/8
<input type="checkbox"/>	<input type="checkbox"/>	5,590			RF01	Bottom Ruffle Height	-1/8	1/8
<input type="checkbox"/>	<input type="checkbox"/>	6,480			HF24.2	SWEEP at seam - Along curve shape	-3	3

ADMIN INFO

QA Status: RELEASED NO ISS

Additional DC Call out: --Select--

Resolution Date:

Date Released:

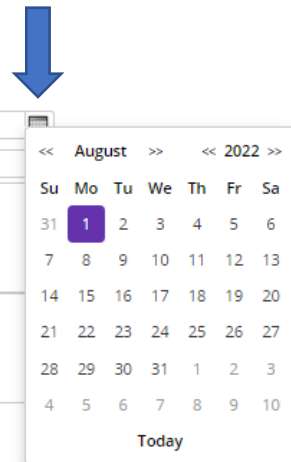
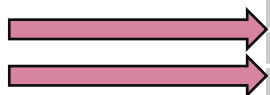
Additional Details

Tracking Comments

Issue Detail 1: --Select--

Issue Detail 2: --Select--

Fill out Resolution date **AND** date released by clicking on the **calendar** icon



TRADESTONE CHANGES (after completing fit eval)

- STEP 1:** be sure the **VENDOR** is filled in the vendor box
To do so, type in the vendor ID under the party ID column
- STEP 2:** from the **FINAL RESOLUTION** drop down list, select **RELEASED NO ISSUE**
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- STEP 4:** Add **DATES** to resolution date and date released

Overview		Attachments		QA	P/S	Sort	Img	How to Measure	Code	Alt Description	Tol -	
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<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	5,590			RF01	Bottom Ruffle Height	-1/8	1/8
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	6,480			HF24.2	SWEEP at seam - Along curve shape	-3	3

ADMIN INFO

QA Status: RELEASED NO ISS

Additional DC Call out: --Select--

Resolution Date: 08/01/2022

Date Released: 08/01/2022

Additional Details: --Select--

Tracking Comments: --Select--

Issue Detail 1: --Select--

Issue Detail 2: --Select--

TRADESTONE CHANGES (after completing fit eval)

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- ✓ **STEP 4:** Add DATES to resolution date and date released
- ✓ **STEP 5:** from **ISSUE DETAIL** drop down, select '**N/A**'

Brand FREE PEOPLE Sub Brand

Development Stage ADOPTION

Evaluation Information

Agent
GLOBAL TRADING SERVI...

Vendor

UM
EA

Number Format
Fraction

Item Information

Fit Description
W1 TOLERANCE

Designer
BRIANA GREENBERG

Tech Designer
HALLE BULLARD

QA Tech

Audit Comments
EMAIL INSPECTION
MEASURED BY JOSELINO MURILLO
ALL SAMPLES COLOR : LAZY BONES

Final Resolution
--Select--


Created On
2022-06-23 10:04:02

PO(s) Tested

Fit EVal Location
--Select--

QA Audit Status
HOLD

Notes and Images



▼ Details

Points of Measure

PLEASE MAKE SURE ALL OF THESE FIELDS ARE FILLED OUT!

TRADESTONE CHANGES (after completing fit eval)

- ✓ **STEP 1:** be sure the **VENDOR** is filled in the vendor box
To do so, type in the **vendor ID** under the **party ID** column
- ✓ **STEP 2:** from the **FINAL RESOLUTION** drop down list, select **RELEASED NO ISSUE**
- ✓ **STEP 3:** scroll down below fit eval and select **RELEASED NO ISSUE** under QA STATUS tab
- ✓ **STEP 4:** Add **DATES** to resolution date and date released
- ✓ **STEP 5:** from **ISSUE DETAIL** drop down, select **'N/A'**

TRADESTONE CHANGES (after completing fit eval)

- ✓ **STEP 1:** be sure the **VENDOR** is filled in the vendor box
To do so, type in the **vendor ID** under the **party ID** column
 - ✓ **STEP 2:** from the **FINAL RESOLUTION** drop down list, select **RELEASED NO ISSUE**
 - ✓ **STEP 3:** scroll down below fit eval and select **RELEASED NO ISSUE** under QA STATUS tab
 - ✓ **STEP 4:** Add **DATES** to resolution date and date released
 - ✓ **STEP 5:** from **ISSUE DETAIL** drop down, select **'N/A'**
- NEW:** Please go back and update Tradestone once a resolution has been advised!! Please update comments, final resolution, resolution date and released date

Next Steps

NOTE: *In the event that the style fails 2nd or full inspection and requires further repair or RTV, **the QA Team is responsible for working with Inventory to confirm all units are accounted for.** Inspections, Repairs, or RTVs should be communicated through Quality Control Coordinator for full coordination.*

The Technical Design/Production and/or Buying Team will assess the following:

- If the issues are spec related, the order is assessed to determine if the “issue” impacts design and sales.
- If the issues are repairable, they may be sent to a 3rd party to fix with chargeback to vendor.
- If the issues are not repairable or specs impact sales the order may be RTV’d with chargeback, sold off or donated at the buyer/productions discretion.

Any questions regarding QA processes should be brought to Margaret Mecca

AQL STANDARDS for FACTORY INSPECTION



**URBAN
OUTFITTERS**



Acceptable Quality Level (AQL) Inspection Introduction

- All URBN Brands use ISO 2859 tables to measure AQL.
- These tables are a United States standard with equivalents in all national and international standardization organizations (ANSI/ASQC Z1.4, NF06-022, BS 6001, DIN 40080).
- The Acceptable Quality Limit (AQL) is the method used to measure a production order sample to determine if the entire PO has met our company's standards.
- Our company uses this information to make an informed decision to accept or reject the order.

Acceptable Quality Level (AQL) Chart

URBAN BRAND (ANSI/ASQ Z1.4-2003 - At Level II Inspection)					
NORMAL LEVEL					
LOT SIZE	Sample Size	MAJOR		MINOR	
		AQL 4		AQL 6.5	
		Accept	Reject	Accept	Reject
2 TO 8	2	0	1	0	1
9 TO 15	3	0	1	0	1
16 TO 25	5	0	1	0	1
26 TO 50	8	1	2	1	2
51 TO 90	13	1	2	2	3
91 TO 150	20	2	3	3	4
151 TO 280	32	3	4	5	6
281 TO 500	50	5	6	7	8
501 TO 1200	80	7	8	10	11
1201 TO 3200	125	10	11	14	15
3201 TO 10,000	200	14	15	21	22
10,000 TO 35,000	315	21	22	27	28

ANTHRO & FREE PEOPLE BRANDS (ANSI/ASQ Z1.4-2003 - At Level II Inspection)					
NORMAL LEVEL					
LOT SIZE	Sample Size	MAJOR		MINOR	
		AQL 2.5		AQL 4	
		A	R	A	R
2 TO 8	2	0	1	0	1
9 TO 15	3	0	1	0	1
16 TO 25	5	0	1	0	1
26 TO 50	8	0	1	1	2
51 TO 90	13	1	2	1	2
91 TO 150	20	1	2	2	3
151 TO 280	32	2	3	3	4
281 TO 500	50	3	4	5	6
501 TO 1200	80	5	6	7	8
1201 TO 3200	125	7	8	10	11
3201 TO 10,000	200	10	11	14	15
10,000 TO 35,000	315	14	15	21	22

AQL Inspection: Critical & Secondary Points of Measure

- **Critical Points of Measure – Lengths and Circumferences**
 - CF Length & CB Length (Side Seam Length if noted)
 - Across Shoulder
 - Neck Width, Front Neck Drop, Back Neck Drop
 - Chest
 - Waist
 - Hip
 - Sweep/Bottom Opening
 - (For Pants) Inseam & Outseam, Front & Back Rise, Waist
 - (For Narrow Pants or Denim) Leg Widths
 - Minimum Extension on horizontal seams
 - Armhole, sleeve length and sleeve opening
- **Minor Points of Measure – Style Details**
 - Style Lines (darts, princess seams etc)
 - Collar Specs
 - Placements for Embellishments and/or Pockets

AQL Inspection: Major & Minor Visual

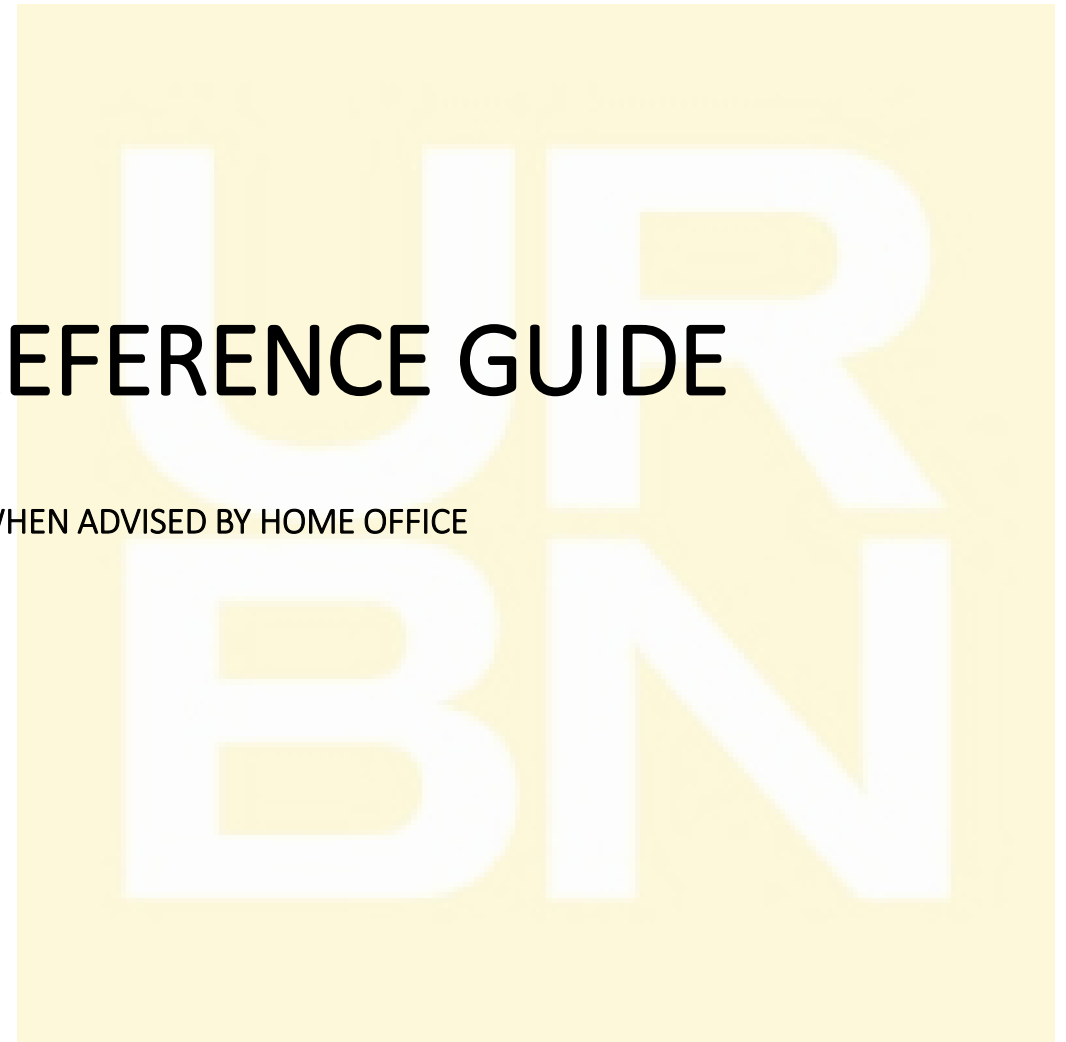
- **Major**
 - Hardware closures not functioning properly, loose or falling off.
 - Zippers, buttons, snaps, etc..
 - Embellishments loose or falling off.
 - Overall Appearance
 - Poor Construction
 - Torque
 - Stains or Holes at “Critical Areas” (Center of Body or top of Sleeve).
 - Cuffs/ insides of pants or anything you can roll up to 4”
- **Minor**
 - Loose Threads
 - Small stains or Pin Holes at “Non-Critical Areas” (Undersleeve, Hidden Places (such as folds of pleats, shirring or smocking)).

See following page for full Major and Minor Point and Zone chart to follow.

If the Auditor has a question about Major and Minor Points, contact Alyse.

AQL ZONES: VISUAL REFERENCE GUIDE

FOR NEXT LEVEL INSPECTION AS NEEDED WHEN ADVISED BY HOME OFFICE



**URBAN
OUTFITTERS**



free people



AQL Inspection: Zone Chart

Zone Chart - Dresses, Jackets, Tops & Sweaters

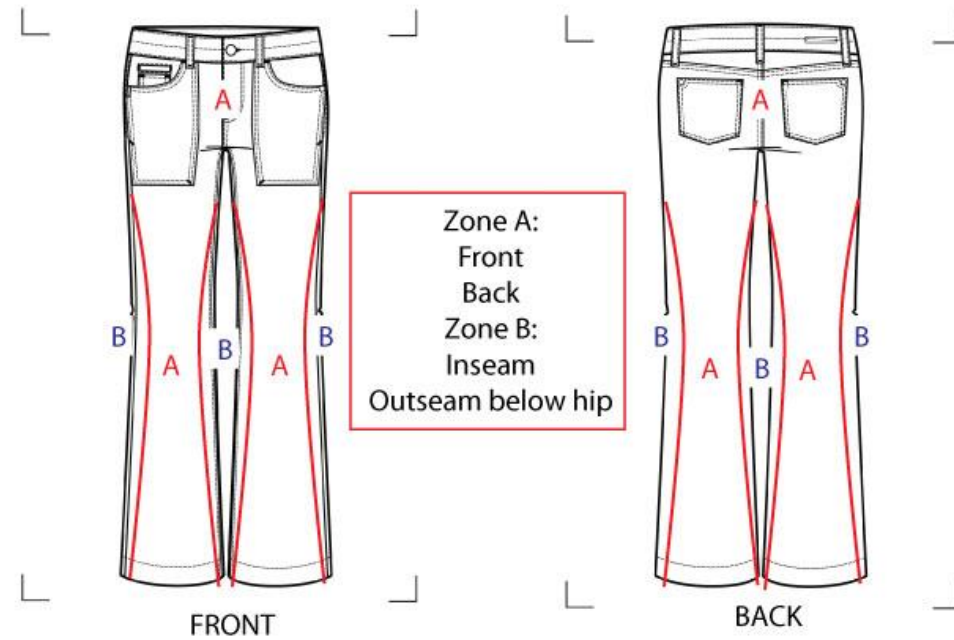
Note: Inside Back Neck area is Zone A, balance inside is Zone B



AQL Inspection: Zone Chart

Zone Chart - Pants & Shorts

Note: Inside Back Waist area is Zone A, balance inside is Zone B



AQL Inspection: Zone Chart

Zone Chart - Skirts

Note: Inside Back Waist area is Zone A, balance inside is Zone B

