

Rejected Order Training

These orders were rejected by the client. I need all embroidery staff to review where we failed and help brainstorm on how we will improve. This is also a general warning to staff that we need to improve at every step of production on improving quality. Failure going forward to identify these problems and allowing them to be shipped to the client will result in a write up.

Name:

Your answer

Examples of snags on garment



If a garment is snagged anywhere and we see it before production, please put to the side. If this happens during production, try to identify how it happened to prevent further garments being damaged and put aside as a misprint.

I understand

Ugly Font Letters



The client was unsatisfied with the quality of their logo. Going forward, if letters are not coming out crisp and beautiful, if you wouldn't be happy with your name being spelled out for extra money as such, pause production. It's possible a different topping might improve the outcome or the digitized file needs improvements. This level of fuzz and chunky fonts is not acceptable. Fail QC of any garments like this going forward.

I understand.

Example of uncleaned hat



This hat did not have the stray threads trimmed. If you ship this, you must not have even looked at it. This is unacceptable. Operators, the client also complained of stray threads running through the other colors. If you catch it early on the machine, please pause it and trim it. The assistants can only do so much when it is sewn into the design.

I understand.

Ugly/Fuzzy lettering



This is unacceptable. If your machine is running letters this bad, we need to stop and problem solve. Operators should not be passing this on to assistants. This needs to be caught the round it happens and fixed. The hat needs to be automatically failed.

I understand.

Filled in letters



If letters are getting filled in by thread, we need to stop production and problem solve what's going on. This is unacceptable to send to the client.

I understand.

Operator didn't embroider the whole letter



This happens when we change a bobbin, or a thread comes out of the needle. We need to make sure we are backing the machine up enough to redo the missing font. If it gets past us, we need to fail it at the cleaning stage.

I understand.

6 and 8 heads had different settings



The 8 and 6 head were not centered at the same height, so the client got two different placements. If we are running the job on two machines, we need to be attentive that the product quality coming off of both matches. The operators need to work together. Assistants need to be pointing out inconsistent placement of logos.

I understand.

All in all as a team, we need to all agree on what's good and bad quality embroidery and all fight to improve so everything we send out is 100% amazing. I want operators QC what they embroider as they unhoop it. I want assistants actively talking to the operators about the things they are seeing. I want shifts to communicate to the following team the struggles the machine is having. I want everybody using slack more. Tag @meganhealey and post a picture of your troubles. Grab curtis. Challenge the digitizing when it's not up to speed. Let garments know if they are holding up your schedule. We are all one big team, but unless we work together - we will not restore the departments trust in the company. This is bad, but we can learn from it and all improve. If we fail to learn from this, you will be written up and you will be fired. Please type your name confirming that you have reviewed all this information.

Your answer

SUBMIT

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