

R.M.WILLIAMS Product Integrity Manual

Introduction Table of Contents

Section 1

1. INTRODUCTION

- 1.0 Section List
- 1.1 Table of Contents
- 1.2 Quality Strategy and Positioning

2. VISUAL EVALUATION

- 2.1 Introduction
- 2.2 Leather and Fabric
- 2.3 Procedures
- 2.4 Development
- 2.5 Trims, Visuals

ANNEXES

- A2.2a Defect grading standards and the put up specifications*
- A2.2b Shade allocation procedure*
- A2.2c - Fabric and Leather Discrepancy Report Sheet*
- A2.2d - Fabric and Leather Discrepancy Report*
- A2.3a light recommendation*

3. LABELLING REQUIREMENTS

- 3.1 Fibre/Material Content - General
- 3.2 Identification of Fibre/Material Content Regulations
- 3.3 Country of Origin
- 3.4 Legal Labelling Requirements

4. SPECIFICATIONS

- 4.1 General
- 4.2 Construction Specification
- 5.3 Measurement Procedure and Tolerance Specification
- 4.4 Construction Characteristics
- 4.5 Leather, Fabric, Trims and Components Standards
- 4.6 Sample Approval Process
- 4.7 Standard by Exception for Physicals

ANNEXES

- 4.1 Standard by Exception form*

5. IN-LINE QUALITY CONTROL

5.1 General

ANNEXES

A5.1 ILQ Fabric Spreading

A5.2 ILQ Garment Cutting

A5.3 ILQ Product Assembly

A5.4 ILQ Garment Finishing [Process controls]

A5.5 Quality Improvement Projects

A5.6 ILQ Leather Cutting

A5.6.1 Scar Tolerance Diagram

6. QUALITY AUDITS

6.1 General Information

6.1(a) Agent Sample Inspection

6.1(b) Sealed Sample Inspection

6.2 Bulk Production Final Audit

6.3 Sampling Inspection

6.4 Audit Method for Bottoms

6.5 Audit Method for Tops

6.6 Audit Method for Shirts

6.7 Audit Method for T-Shirts

6.8 Twisted Leg Evaluation

6.9 Audit Method for Footwear

6.10 Recording Audit Results

6.11 Verification of Audit Process

ANNEXES

A6 2b MTA Bottoms.xls

A6.10a Audit Report - Footwear.xlsx

A6.2a MTA procedure.doc

A6.2c MTA Skirts.xls

A6.2e MTA Shirts & Jackets.xls

A6.2f MTA Knitted Tops.xls

A6.2g Procedure for resizing.doc

A6.3a Sampling plans at 2.5% AQL.doc

A6.8 Twisted leg Photo 1.jpg
A6.8 Twisted leg Photos 2 and 3.jpg
A6.9a Audit Report - Clothing.xlsx
A6.9b Agent Sample AQL sheet.xls
A6.9c Return Codes.xls
A6.9d Seconds & Repairs.xlsx

7. MANUFACTURING & FINISHING DEFECTS

7.1 Bottoms
7.2 Woven Tops & Jackets
7.3 Knit Tops
7.4 Footwear
7.5 Photographic Guidelines

ANNEXES

A7.1 Defects bottoms.doc
A7.2 Defects woven tops & jackets.doc
A7.3 Defects knitted tops.doc
A7.4 Defects footwear.doc

8. PHYSICAL EVALUATION

8.1 Introduction
8.2 Development – Fabric & Leather
8.3 Development – Garments
8.4 Mass Production – Fabrics and Garments
8.5 Mass Production – Trims
8.6 Contact List of Independent Certified Laboratories

ANNEXES

A8.2a Fabric, Leather & Trims Testing.doc
A8.3b Test Request Form Bureaveritas Hong Kong .doc
A8.4a Trims Development Testing Procedure.doc

9. MEASUREMENTS

- 9.1 General Guidelines
- 9.2 Jeans
 - 9.2.1 Chinos
 - 9.2.2 Skirts
- 9.3 Jackets
- 9.4 Shirts
- 9.5 Knits
- 9.6 Shrinkage Impact
- 9.8 Fully Purchased Size-set Procedure

ANNEXES

A9.6 Measurement Tolerances

10. SECONDS AND THIRDS PROCEDURES

- 10.1 Seconds - Definition
- 10.2 Thirds - Definition
- 10.3 Identifying Seconds
- 10.4 Identifying Thirds
- 10.5 Handling Seconds and Thirds in the Product Returns Area and DC
- 10.6 Reporting and Shipping of Seconds and Thirds
- 10.7 Procedure for Identifying & Reporting of Customer Returns

11. PACKING & PACKAGING PROCEDURES

- 11. Packing & Packaging procedures

ANNEXES

A11.1 Shirts, Jackets & Knits.doc

A11.4 Bottom.doc

A11.8 Safety & environmental Labelling Instr.doc

A11.9 RMW Anti-Suffocation - Guidelines.doc

R.M.WILLIAMS Product Integrity Manual

Introduction Table of Contents

Section 1

12. CARTON SPECS AND CARTON HANDLING

- 12. Carton Specs and Carton Handling

13. MEASURE OF CONSUMER PERCEPTION OF QUALITY

- 13.1 Introduction
- 13.2 Market Research
- 13.3 Competitive Testing
- 13.4 Wear Test
- 13.5 Customer / Consumer Return Analysis
- 13.6 Retail Complaints
- 13.7 Seconds
- 13.8 Quality Performance Measures for Suppliers

ANNEXES

A13.4 WEAR TEST Feedback Form.doc

A13.6 Retail Quality Complaint Form.xls

A13.7 Seconds Report.xlsx

14. RESPONSIBILITIES

- 14. Responsibilities

15. AUDIT PRODUCT INTEGRITY MANUAL

- 15. Audit Product Integrity Manual