

# R.M.Williams Product Integrity Manual

## Manufacturing and Visual Defects Bottoms

## Section 7 Subsection 1

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### 1.1. Quality Statement

The quality guidelines in this section are intended for use as applicable in the Quality and audit of all bottoms in all fabrics.

### 1.2. These guidelines are not exhaustive but are intended to show the basic quality features expected by R.M.Williams. Any other construction features not included such as pleats, darts, straps, tabs etc., should be assessed using the same standards for general sewing fabric and dimensional aspects.

### 1.3. Defect Classification, General Information

The following defect classifications are to be used when auditing completed unwashed products whether they are in single pairs; bundles, pallets or load audits and should not be confused with construction specifications.

**Any audited PO which is “Rejected” due to product not conforming to specification in terms of construction or trims should be put on hold, at the facility, pending decision on disposition involving appropriate departments.**

The defect classification refers to:

- General Information
- Preparation Operations
- Backs Operations
- Fronts Operations
- Assembly 1 Operations
- Assembly 2 Operations
- Assembly 3 Operations

**Defect classification appendices: (ref. Annex 7.1)**

### 1.4. Stitching General

All defects that can be repaired without seriously affecting the appearance, durability or sale-ability of the garment should be repaired and the garment, bundle or box returned for re-inspection.

### 1.5. In certain categories of defects, the exercise of personal judgment will be called for, dependent on the severity of the defect. For example, if the position of belt loops is out-of-tolerance, or if a watch pocket is misshapen, or a rivet is misplaced. In the instance of the rivet, the repair itself may cause a second after wash due to a "hole" left by the initial position. Final disposition can only be made on a case by case basis.

# R.M.Williams Product Integrity Manual

## Manufacturing and Finishing Defects Woven Tops & Jackets

## Section 7 Subsection 2

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- 2.1. These quality guidelines are intended for use in audits or inspection of tops and jackets for R.M.Williams. The list is not exhaustive but is intended to show basic quality features expected by R.M.Williams.
  - 2.2. In the case of jackets which carry internal or external printing, the audit or inspection must be carried out before the printing process to ensure only first quality garments carry the print. If impossible, revert to inspection of component parts.
  - 2.3. Any other construction features not included such as straps, labels, pleats or decorative stitching should be assessed using the same standards for general sewing, fabric and dimensional aspects.
  - 2.4. Defect classification

The following defect classifications are to be used when auditing unwashed completed product whether it is in pairs, bundles, pallets or load audits, and should not be confused with construction specifications.

**Any audited PO which is “Rejected” due to product not conforming to specification in terms of construction or sundries should be put on hold, at the facility, pending decision on disposition involving appropriate departments.**

The defect classification refers to:

- General Requirements
- Parts Operations
- Assembly Operations
- Backs Operations
- Fronts Operations
- Trims

### **Defect classification appendices: (ref. Annex 7.2)**

- 2.5. Stitching General

All defects that can be repaired without seriously affecting the appearance, durability or sale-ability of the garment should be repaired and the garment, bundle or box returned for re-inspection.

- 2.7. In certain categories of defects, the exercise of personal judgment will be called for, dependent on the severity of the defect. For example, if the position of pocket flaps is out of tolerance, or if a collar is not balanced, or a snap is misplaced. In the instance of the snap, the repair itself may cause a second after wash due to the “hole” left by the initial position. Final disposition can only be made on a case by case basis.

# R.M.Williams Product Integrity Manual

## Manufacturing and Finishing Defects Knit Tops

## Section 7 Subsection 3

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- 3.1. These quality guidelines are intended for use in audits or inspection of knit tops. The list is not exhaustive but is intended to show basic quality features expected by R.M.Williams.
  - 3.2. In the case of external printing, the audit or inspection must be carried out before the printing process to ensure that only first quality garments carry the print.
  - 3.3. Any other construction features not included; e.g. decorative stitching should be assessed using the same standards for general sewing, fabric and dimensional aspects.
  - 3.4. Measurements

All garments with measurements out of tolerance and affecting the serviceability or durability of the garment to be rejected.

- 3.5. Defect classification.

The following defect classifications are to be used when auditing knit tops and should not be confused with construction specifications.

**Any audited PO which is “Rejected” due to product not conforming to specification in terms of construction or sundries should be put on hold, at the facility, pending decision on disposition involving appropriate departments.**

The defect classification refers to:

- Stitching
- Construction
- Oil / spots
- Others

- 3.6. The nature of the product will determine the action to be taken on the categorization of the fault, i.e. in some cases it may be appropriate to repair a defect whilst in others it will be necessary to second.  
The appearance, serviceability and durability of the garment should always be taken into account before any decision on the categorization.

**Defect classification appendices: (ref. Annex 7.3)**

# R.M.Williams Product Integrity Manual

## Manufacturing and Finishing Defects Footwear

## Section 7 Subsection 4

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- 4.1. The quality guidelines in this section are intended for use as applicable in the Quality and audit of all footwear.
- 4.2. These guidelines are not exhaustive but are intended to show the basic quality features expected by R.M.Williams. Any other construction features not included such as toe decoration stitching, buckles, straps etc., should be assessed using the same footwear standards.
- 4.3. Defect Classification, General Information

The following defect classifications are to be used when auditing completed products whether they are in single pairs, pallets or lot audits.

**Any audited PO which is “Rejected” due to product not conforming to specification in terms of construction or appearance should be put on hold, at the facility, pending decision on disposition involving appropriate departments.**

The defect classification refers to:

- Appearance
- Functionality (fit for purpose)
- Workmanship and Construction
- Uppers
- Soles
- Elastics
- Other

### **Defect classification appendices for Footwear (ref. Annex 7.4)**

- 4.4. General

All defects that can be repaired without seriously affecting the appearance, durability or sale-ability of the footwear should be repaired and returned for re-inspection.

- 4.5. In certain categories of defects, the exercise of personal judgment will be called for, dependent on the severity of the defect. For example, split upper, elastic stitching run off, scar appearance with respect to a particular location on the upper. In the instance of the run off elastic stitching, the repair itself may result in needle holes either on the elastic or the upper. Final disposition can only be made on a case by case basis.

# R.M.Williams Product Integrity Manual

## Manufacturing and Finishing Defects Photographic Guidelines

## Section 7 Subsection 5

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### 5.1. Confidentiality

- This information is R.M.Williams Pty. Ltd confidential and should be treated accordingly.
- In order to provide the best tool that will guarantee Quality for R.M.Williams products, a set of photographic guidelines is provided to each contractor.
- It is imperative that confidentiality is maintained as such, set need to be taken away would we stop working with a location to become available for new contractors.
- No photocopies should be made.
- It is the accountability of the Quality Control to enforce compliance to this policy.

### 5.2. Guidelines for Maintenance Process

- These guidelines reflect your feedback about grey areas and provide clarity.
- Should you identify unclear cases, please send a garment to the Quality Control Manager.

Mehmed Mustafic

⇐ He will provide you with a clear answer.

⇐ We will integrate your input in the photographic guidelines on a six monthly base.

### 5.3. Guidelines are guidelines and cannot cover every individual case. The purpose is for you to have a frame to make appropriate decisions.

### 5.4. Field of applications

- For all products, use these current guidelines.
- If a specific product requires specific guidelines we will send them to the locations producing these garments (e.g. worn in). In this case, specific guidelines overwrite generic guidelines.