

R.M.Williams Product Integrity Manual

Quality Audits General Information

Section 6 Subsection 1

Why do we Audit product quality?

Below is a reference to a paragraph from The Quality Strategy and Positioning statement (Section 1 of the R.M.Williams Product Integrity Manual).

1.3.5

- R.M.Williams garments will be “Best of Class” for core products and “equal to” competition for non-core products in each market and product category as perceived by consumers.
- Merchandising Management will identify core and non-core products.
- Supply Chain will develop standards to support the Brand equity.

Supply Chain has developed standards. These standards are detailed in our specifications and an Acceptable Quality Level (AQL) has been determined against which our products are statistically sampled and measured.

The following sections serve to describe the method of assessing conformity of our products to those standards; **i.e. the R.M.Williams Final Audit.**

Methods to measure and report Conformity to specifications for:

- 6.1a** Agent Samples
- 6.1b** Sealed Samples
- 6.2** Bulk Production

6.1a Agent Samples (AS)

OBJECTIVE

The inspection approach ensures (by reviewing each product) that "First Quality" Agent Samples (AS) are produced and shipped to Retail and/or Wholesale.

The inspection consists of:

- 100% Quality Inspection (confection, raw materials and product packaging)
- Full-body measurements recorded, using MTA template
- Quality Control Audit Report for AS evaluation completed
- Defects found during inspection are identified and labelled and isolated.
- All products are shipped to Retail and Wholesale

Decisions:

Quality Control/Sourcing/Product Development

- Approves
- Approves while highlighting defects in a “note” attached to the garments that are shipped as AS to Retail and/or Wholesale.
- Rejects (if AS is rejected Quality Control informs Retail and/or Wholesale and awaits instructions). AS are NOT shipped unless a Standard by Exception is signed.

Reporting: (combine before and after wash measurements, have only one section)

- AS inspection results are recorded on the Audit Report and kept by Product Development/Quality Control.
- The supplier measures and tags 4 garments (20%), completes the appropriate MTA form. The same 4 garment are measured after wash and the MTA completed. Copy of the completed MTA is sent to Quality Control and Product Development.

The Quality Control and Product Development review the results and defective garments and initiate with the supplier the corrective actions.

6.1b Sealed Sample Inspection

OBJECTIVE

Sealed Sample garments are picked either from the Agents Sample or the Size Sets. The inspection approach ensures (by reviewing each garment) that garments selected as Sealed Samples are fully representative of the accumulation of the various standards applied to the product.

The inspection consists of:

- 100% Quality Inspection (confection, raw materials and garment packaging)
- A full Deco-panel review (colours / graphic / embroideries)
- Home laundry tests performed on 1 garment (results maintained by)
- Measurements recorded by Product Development and sent to the facility
- Inspection records maintained by Product Development

Decisions:

Product Development / Sourcing

- Approves
- Rejects and requests new submission

Reporting:

- Sealed Sample Key Measurements (which are full body measurements) are recorded on the Sealed Sample cards.
- Test report numbers are recorded on the Sealed Sample cards

The bulk production **MUST NOT START** without the Sealed Sample process being fully completed (sign-off confirmation of Sealed Sample).

6.1b (i) Handling of Sealed Samples and Deco-panels:

Definitions:

- A Sealed Sample Garment is a reference to the Bulk.
- A Sealed Sample Card is a document which describes the garment in text, including Product Code, Fabric used, Finish applied (if any), measurements and physical test report reference number.
- A Deco-panel is usually a card with an examples attached of
 - Each fabric in all colours to be used
 - Each trim item in all colours to be used (buttons, zippers, labels, etc.)

Shipping:

R.M.Williams® - Sealed sample garments must be made in the correct (Production) fabric

R.M.Williams® - SEND 1 Sealed Sample and 1 Deco panel to the facility / supplier
- KEEP 1 Sealed Sample and 1 Deco panel for Quality Control
- KEEP 1 Sealed Sample and 1 Deco panel for Product Development / Sourcing

6.2 Bulk Production Final Audit

OBJECTIVE

In Bulk production the “Final Audit” is performed to ensure, by statistical sampling that only first quality merchandise are shipped to the Retail and Wholesale.

The Final Audit consists of:

6.2.1 Packing Audit

6.2.2 Quality Audit

6.2.3 Measurement Audit (as per the MTA procedure in Annex 6.2a)

Determining the Audit sample size:

- Quality Control randomly selects a number of boxes (or other containers), and of products according to the sampling inspection (see *Annex 6.3a. Sampling inspection*).
- The boxes / containers / products selected should be representative of the P.O.

Decisions:

Quality Control

- Approves
- Rejects

Approved

Once the Final Audit is completed, the PO is deemed a “**Pass**” if the number of defects (packing, quality and measurements) **does not exceed** the limit for the audit sample.

Products containing defects found during the audit should be repaired or seconded.

Rejected

Once the Final Audit is completed, the PO is deemed a “**Reject**” if the number of defects (packing, quality and manufacturing defects) **does exceed** the limit for the audit sample.

This means sampling a **second audit** must be performed. New boxes (or containers) and products must be chosen.

- **Pass** - if the number of defects **does not exceed** the limit, the PO can be shipped after:
 - all defects found in the sample are repaired
 - any seconds in the sample are identified
- **Reject** - if the number of defects **does exceed** the limit; the PO is “**on-hold**”, whilst:
 - the entire PO is 100% inspected for Quality, for Manufacturing and for Measurement (in this case the entire PO is measured for the failed measurement area) or only for the area in which the audit has failed.
 - all defects are repaired (* for measurements this may involve re-sizing where applicable)
 - any seconds identified
 - the PO is re-audited following the quality audit on 2.5% AQL – General Inspection (*See Annex 6.3a – Sampling Plans at 2.5% AQL*)

6.2.1 Packing Audit

The Audit consists of:

External accuracy checks

- a. Shipping marks are clear and correctly positioned
- b. Packing list available and matches the load
- c. Packing list information matches carton tag information
- d. Strapping is secure and correctly positioned
- e. Carton tag is secure and correctly positioned
- f. Carton type and dimensions (within specifications)
- g. Ensure correct types of inner boxes (if any) are used.

Internal accuracy checks

- a. Ensure the Barcode sticker on poly-bag and its position is correct (if any)
- b. Ensure boot boxes are labelled correctly (when relevant)
- c. Ensure the Hang-tag is correct type and its position is correct (if any)
- d. Verify box / container contents: - product quantity, size and product code inside is the same as stated on the carton tag.
- e. Ensure correct packing method.

Decisions:

Quality Control

- Approves
- Rejects

Reporting:

- Packing Audit results are recorded on the QC Audit Form.
- The responsible auditor should mark box selected to clearly indicate the boxes audited. This is done applying a small coloured adhesive label to a prominent place on each audited Product and on each box audited.

6.2.2 Quality Audit

Quality Control will randomly select the quality audit sample from the boxes / containers selected for the Packing Audit. The Audit sample quantity is based on 2.5% AQL - General Inspection Level II (*See Annex 6.3a – Sampling Plans at 2.5% AQL*)

The Quality Audit consists of:

- Detailed inspection for material, workmanship and appearance defects.
- All trims should also be checked at this stage.

Decisions:

Quality Control

- Approves
- Rejects

Reporting:

- Quality Audit results are recorded in the QC Audit Form.

6.2.3 Measurement Audit

The Measurement Audit is performed on the same Quality Audit garments (above).

The Measurement Audit consists of:

Full-body measurement of 5 sizes (1 - 5 garments in each size) i.e. following the MTA procedure (detailed in Annex: 6.2a).

So, the MTA measurements ARE the Final Audit measurements

Decisions:

Quality Control

- Approves
- Rejects (in which case, the re-sizing procedure may have to be followed (in Annex 6.2f – Procedure for resizing)

Reporting:

1 Out of tolerance measurement counts as 1 “defect” within the Quality Audit and should be recorded as such on the QC Audit Form.

- Quality Control measures 25 garments and sends the results to the facility / supplier and Product Development.

Annexes: 6.2b / 6.2c / 6.2e are the MTA Forms.

6.3.1 General

- This procedure is describing the inspection of lots or production order by sampling plans. It is based on the international standard ISO 2859-1:1999 sampling procedures for inspection by attributes and on Inspection Level II.

6.3.2 Sample Size

- The sample size (Sas) depends on the lot size.
(See Table 2.5% A.Q.L. – Annex 6.3b 2.5% AQL Sampling Plan)

Example 1: For a P.O. of 1000 garments, use the lot size 501-1200. The sample size would be 80 units for a Tightened inspection.

6.3.3 Determination of acceptability

- This is based on single sampling plan
- The number of samples inspected shall be equal to the sample size given by the plan
- If the number of non conforming units found in the sample is equal or less than the acceptance number (Ac), the lot shall be considered acceptable.
- If the number of non conforming units found in the sample is equal to or greater than the rejection number (Re), the lot shall be considered not acceptable.
- In the case of the Reduced Inspection, if the number of non conforming units is higher than the acceptance number but lower than the rejection number, accept the lot, but revert to Normal Inspection for the next lot

Example 2: For a P.O of 220 units, the sample size is 32 in the Normal inspection. In the 32 units from the sample, 4 are not acceptable. The Rejection Number is 3. Therefore, the P.O. is not accepted.

Example 3: For a P.O. of 1500 units, the sample size is 50 in Reduced Inspection. In the 50 units of the sample, 5 are not acceptable. It is higher than the acceptance number (Ac=3) and lower than the Rejection Number (Re=6). The P.O. is accepted, but for the next one, the inspection will switch to Normal.

6.3.4 Switching rules and procedure

6.3.4.1 Start of production

- **Normal inspection shall be carried out for production, on every PO** unless otherwise directed by the Quality Control, in which case use the following guidelines for audit parameter adjustments.

6.3.4.2 Normal to tightened

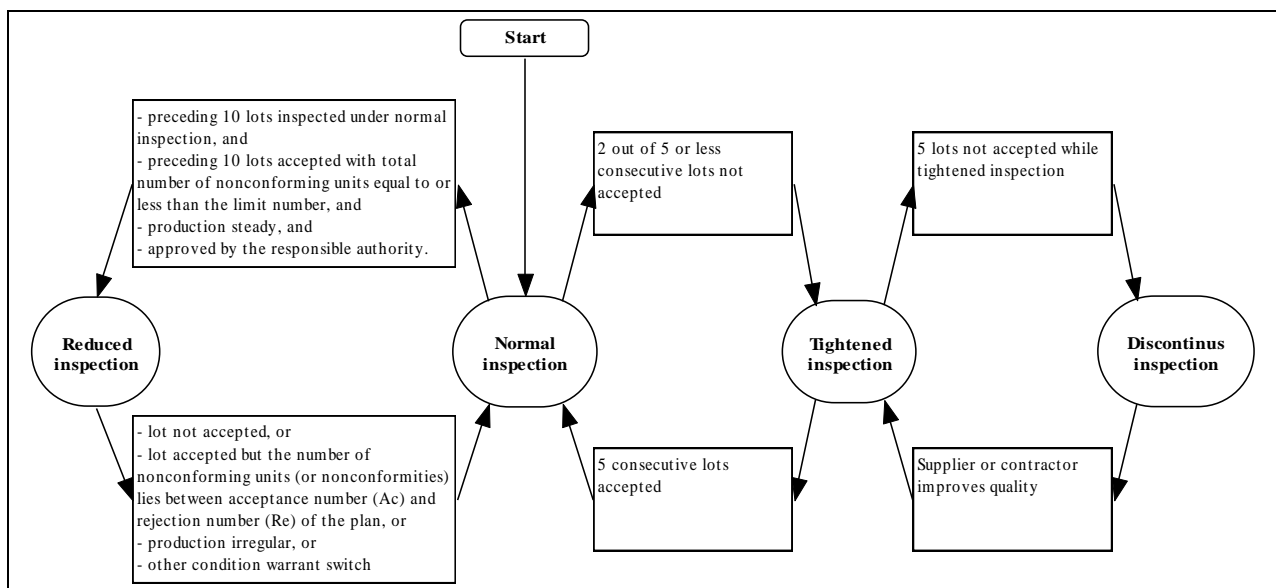
- When Normal inspection is being carried out, tightened inspection shall be put into operation when 2 out of 5 or less consecutive lots have been non-acceptable on original inspection (that is ignoring resubmitted lots for this procedure)

6.3.4.3 Tightened to normal

- When tightened inspection is being carried out, normal inspection shall be reverted to when 5 consecutive lots have considered acceptable on original inspection.

6.3.4.4 Normal to reduced

- When Normal inspection is being carried out, reduced inspection shall be put into operation providing that all the following conditions are satisfied:
 - The preceding 10 lots (or more, as indicated by the note in the *Table Limit Numbers for Reduced Inspection (in Annex 6.3a 2.5% AQL Sampling Plan)* have been submitted to Normal inspection and all have been accepted on original inspection; and
 - The total number of non conforming units (or non conformities) in the sample of the preceding 10 lots (or such other number as was used for condition a) above) is equal to or less than the applicable limit number given in table *Limit Numbers for Reduced Inspection*.
 - Production is at a steady rate; and
 - Reduced inspection is considered desirable by Quality Control
- Reduced to Normal
- When reduced inspection is being carried out, normal inspection shall be reverted to if any of the following occur on original inspection:
 - A lot is not accepted; or
 - If the number of non conforming is higher than the acceptance number but lower than the rejection number, accept the lot, but revert to Normal Inspection for the next lot; or
 - Production becomes irregular or delayed; or
 - Other conditions warrant that normal inspection shall be reverted to.



Switching rules for the inspection

R.M.Williams Product Integrity Manual

Quality Audits Sampling Inspection

Section 6 Subsection 3

Example 4:

The following table gives an example of a sequence of P.O.'s which are from the same lot number and the same raw material.

P.O. Number	Size	Inspection	Sample size	Amount of rejected units	Approved / Rejected P.O.	Amount of samples from the 10 preceding P.O. (or more)	Amount of rejected units from the 10 preceding P.O. (or more)
9938765	380	Normal	50	0	Approved	N/A	N/A
9938766	400	Normal	50	0	Approved	N/A	N/A
9938767	600	Normal	80	1	Approved	N/A	N/A
9938768	135	Normal	20	1	Approved	N/A	N/A
9938769	820	Normal	80	2	Approved	N/A	N/A
9938770	630	Normal	80	0	Approved	N/A	N/A
9938771	1000	Normal	80	1	Approved	N/A	N/A
9938772	320	Normal	50	0	Approved	N/A	N/A
9938773	560	Normal	80	0	Approved	N/A	N/A
9938774	990	Normal	80	1	Approved	650	6
9956478	880	Reduced	32	1	Approved	N/A	N/A
9956479	600	Reduced	32	4	Approved	N/A	N/A
9956832	700	Reduced	80	6	Rejected	N/A	N/A
9957756	200	Normal	32	2	Approved	N/A	N/A
9957831	1500	Normal	125	9	Rejected	N/A	N/A
9957932	1000	Normal	125	10	Rejected	N/A	N/A
9959728	820	Tightened	80	2	Approved	N/A	N/A

The inspection level has been switched to Reduced for the P.O. 9956478, because the total amount of non conforming units from the 10 previous P.O. is lower than the value 7 given in the table Limit Numbers for Reduced Inspection (in Annex 6.3a 2.5% AQL Sampling Plan). Moreover, this changed has been approved by Quality Control.

For the P.O. 9957756, the inspection has been changed to Normal, since the previous P.O., 9956832, has been rejected under the Reduced Inspection.

For the P.O. 9959728, the inspection has been changed to Tightened, because the two previous P.O., 9957831 and 9957932, have been rejected under Normal inspection.

6.4.1 Audit Method for Bottoms

ALL GARMENTS IN AUDIT ARE TO BE CHECKED FOR THE FOLLOWING USING THE CURRENT SPECIFICATIONS.

- Measurement requirement: 5 sizes (5 pieces in each size) per Production Order as per the established MTA procedure (detailed in R.M.Williams PRODUCT INTEGRITY MANUAL **Annex 6.2a** :) or as directed by Quality Control.
- R.M.Williams®, Stockyard® Label: Check correct colour and position.
If not correct = Defect
- Woven Labels/Patches: Check correct type against specification and check position. **If not correct = Defect**
- Pocket Bag Labels/Print (if applicable): Check Product Code against care label/ leather patch & bundle ticket.
If not correct = Defect
- Care Label: Check printing of care label for legibility and lot number, size, PO number, date of manufacture and country of origin.
If not correct = Defect
- Finish: Check finish against the sealed sample shade and limits and continuity throughout production order.
If not correct = Defect
- Pocket Plaster: Check plaster is correct for style/lot number against Bill of Materials. (Stockyard only).
If not correct = Defect
- Waist Tug: Check size and style against care label
If not correct = Defect

6.4.2. Starting Conditions

Garments are taken from boxes.

Please note left and right in this method refer to as worn.

6.4.3. Inspect as follows:

- Select garments at random, quantity as appropriate to the container contents. Lay folded garment on bench. Waistband to left hems facing up.
- Inspect panel from hem to fold at knee area for fabric flaws, soil, etc.
- Lift leg at hem and inspect inner and outer hem leg seams, inspect inside of leg as far as visible inseam and out-seam.
- Drop leg to bench at right, lift hem of left leg, inspect inner and outer hem leg seams, inspect inside of leg as far as visible inseam & out-seam. Drop left leg hem seam level with right leg hem seam.
- Flip top panel back to inspect out-seams, repeat for lower panel, and return both panels to bench.
- Lift garment from bench and reposition backs up, waist edge away from inspector.
- Inspect belt loops, waistband, leather patch, left and right back pockets and seat seam from waistband to inseam at crotch.
- Lift garment away from bench and turn, fronts now facing inspector.
- Inspect both panels from waist to hem for soil, damage, etc. Visual check for twisted legs.
- Position garment to bench, fronts up, waistband to rear.
- Inspect from crotch at inseam to waistband, check join crotch, fly tacks, and fly area, zipper. Check rivets, watch pocket and front pockets including hem. When checking front pocket hems lift garment slightly to expose out seams, inspect cord stitch out seam (where applicable).

6.4.4. continued:

- Pull back waistband at buttonhole side to expose inside of waistband. Inspect finish band end, inner fly overlocking. Inspect cord right fly and fly buttons, where applicable.
- Pull back waistband at button side to expose inside of waistband. Inspect finish of right band end, serging on right fly. Inspect all around inside of waistband including labels, where applicable. Inspect riser and seat seam. Button garment, check for high-low waistband.
- Lift garment from bench with left hand on waistband at seat seam. Looking into garment, inspect seat seam from waist to crotch, right and left out seams and inseams. Rotate garment until front is visible. Inspect inner front for pocket labels, serging, etc. Reposition right hand to inseam at crotch, push upwards to fully expose inseam/crotch area. Inspect seam, care label, out seam, tack, etc.
- Return garment to bench and refold or measure as required. If rejected, the bundle should be returned for the appropriate corrective action and the audit sheet completed accordingly.
- The responsible auditor should mark each unit and each box selected to clearly indicate the boxes and garments audited. This is done applying a small coloured adhesive label to a prominent place on each audited garment and on each box audited for fully purchased garments. For internally manufactured garments an adhesive sticker with the individual inspector's number is placed on the inside of the garment next to care label instructions.

6.5.1. Audit Method for Tops

ALL GARMENTS IN AUDIT ARE TO BE CHECKED FOR THE FOLLOWING USING CURRENT SPECIFICATIONS

- Measurement requirement: 5 sizes (5 pieces in each size) per Production Order as per the established MTA procedure (detailed in R.M.Williams PRODUCT INTEGRITY MANUAL **Annex 6.2a** :) or as directed by Quality Control.
- R.M.Williams®, Stockyard® Label: Check correct colour and position.
If not correct = Defect
- Woven Labels/Patches: Check correct type against specification and check positioning. **If not correct = Defect**
- Care Label: Check for legibility of printing of lot number, PO number, size, DOM and country of origin. **If not correct = Defect**
- Prints: Checks print registration, checking for colour bleeding onto garment, other parts of print or woven or printed labels. **If not correct = Defect**
- Finish: Check finish against the sealed sample and limits continuity throughout production order.
If not correct = Defect
- Vendor Marker: Where applicable, check size and style against care label. **If not correct = Defect**

6.5.2. Starting Conditions

Jackets can be washed or unwashed, lined or unlined, printed or un-printed. Right and left in this method is defined as meaning as you look at the jacket.

6.5.3. Inspect as follows:

- Select garments at random as appropriate to the box contents, unfold and position on inspection bench, front face up, and collar to rear of bench.
- Unbutton garment and open up fronts to expose inside.
- Inspect inside of waistband from left to right.
- Inspect inside right front placket from waistband to collar.
- Inspect collar from right to left, including hang loop.
- Inspect inside left front placket from collar to waistband.
- Inspect inside left front, inspect pockets, armhole and shoulder seams.
- Inspect inner back panel, up left back seam, across yoke from left to right and down right back seam. Include leather patch or any other labels or prints.
- Inspect inside right front, inspect pockets, armhole and shoulder seams. Inspect upper arm seam armhole to cuff and underarm from cuff to waistband.
- Inspect outer left sleeve; topstitch armhole front and back and shoulder seam.
- Inspect left front yoke seam, pocket and flap. Inspect front felled seams and welt pocket.
- Align fronts at yoke seam; check button/ buttonhole positions. Check high-low at waistband and collar.
- Inspect right front yoke seam, pocket, flap and tab. Inspect front felled seams and welt pocket.
- Inspect right shoulder seam, and topstitch armhole front and back. Inspect upper arm seam armhole to cuff, and underarm from cuff to waistband.
- Turn garment over (back should now be face up, collar to rear).

6.5.4. continued:

- Inspect underside of collar, back yoke and back panel seams from yoke to waistband.
- Inspect waistband straps, buttons and buttonholes.
Where required (minimum 10% of audit sample):
- Pull right sleeve through (inside out) inspects cuff. Inspect upper arm seam from cuff to armhole. Inspect underarm seam from cuff to waistband, including sleeve vent.
- Pull left sleeve through and repeat inspection as described above, including care label.
- Pull sleeves back through.
- Refold the garment and return to the box, if acceptable. Reject for repair or seconding, if defective.
- Complete paperwork as required
- The responsible auditor should mark each unit and each box selected to clearly indicate the boxes and garments audited. This is done applying a small coloured adhesive label to a prominent place on each audited garment and on each box audited. For internally manufactured garments an adhesive sticker with the individual inspector's number is placed on the inside of the garment next to care label instructions.

6.6.1 Audit method for Shirts

ALL GARMENTS IN AUDIT TO BE CHECKED FOR THE FOLLOWING USING CURRENT SPECIFICATIONS.

- Measurement requirement: 5 sizes (5 pieces in each size) per PO as per the established MTA procedure (detailed in R.M.Williams PRODUCT INTEGRITY MANUAL **Annex 6.2a** :) or as directed by Quality Control Department.
- R.M.Williams®, Stockyard® Label: Check correct colour and position.
If not correct = Defect
- Woven Labels: Check against specification and check positioning.
If not correct = Defect
- Care Label: Check legibility of printing of lot number, size, DOM, PO number and country of origin.
If not correct = Defect
- Finish: Check finish against the Sealed Sample and limits continually throughout production order.
If not correct = Defect

6.6.2 Starting Conditions

Shirts can be washed or unwashed, lined or unlined. Right and left in this method is defined as meaning as you look at the shirt.

6.6.3 Inspect as follows:

- Select garments at random as appropriate to the box contents. Unfold and position on inspection bench flat with front uppermost.
- Unbutton garment and open fronts to expose inside.
- Inspect collar checking for labelling, inside for run off and raw edges and outside for raw edges. Check that collar is balanced.
- Inspect inside of hem from left to right, looking for broken stitches, raw edges and back tack at each end of hemming.
- Inspect inside of right front placket from hem to collar, ensuring that the closure is flat and button/buttonhole or snaps are evenly spaced.
- Inspect left front placket in a similar manner to above.
- Inspect armhole and shoulder seams for raw edges, broken stitches.
- Inspect inner back panel, up left back seam, across yoke from left to right and down right back seam. Include check of care label, for broken stitches and raw edges.
- Inspect outer left sleeve; topstitch armhole front and back and shoulder seam. Inspect underarm from cuff to armhole join.
- Align fronts at yoke seam, pocket and flap, checking position and size are correct, there are no raw edges and that the closure is correctly positioned and secure.
- Align fronts at yoke seam; check button/buttonhole positions. Check high-low at hem and collar.
- Inspect right front yoke seam, pocket, flap, checking position and size of pockets are correct, label is correctly positioned, that there are no raw edges, or broken stitches, and that the pocket closure is correctly positioned and secure.
- Inspect right shoulder seam, and topstitch armhole front and back. Inspect underarm from cuff to armhole join.

6.6.4 continued:

- Turn shirt over (back should now be face up, collar to rear).
- Inspect underside of collar, back yoke and back from yoke to bottom hem.
Where required (minimum 10% of audit sample):
- Pull through right sleeve (inside out) inspects cuff. Inspect underarm seam from cuff to armhole join, including sleeve vent.
- Pull left sleeves through and repeat inspection as described above.
- Pull sleeves back through.
- Refold garment and return to the box if it passes. Reject for repair or seconding, if defective.
- Complete paperwork as required.
- The responsible auditor should mark each unit and each box selected to clearly indicate the boxes and garments audited. This is done applying a small coloured adhesive label to a prominent place on each audited garment and on each box audited. For internally manufactured garments an adhesive sticker with the individual inspector's number is placed on the inside of the garment next to care label instructions.

6.7.1 Audit method for T-shirts

ALL GARMENTS IN THE AUDIT ARE TO BE CHECKED FOR THE FOLLOWING USING CURRENT SPECIFICATIONS.

- Measurement requirement: (where possible) 5 sizes (5 pieces in each size) per PO or as directed by Quality Control.
- Key measurements are: chest, bottom hem, front length, back length, sleeve length, armhole, neck opening - vertical and horizontal, cuff depth and length against current specifications and recorded on the specified form.
- Woven Labels: Check against specification and check positioning.
If not correct = Defect
- Care Label: Check legibility of printing of lot number, sizes, DOM, season, product code and country of origin.
If not correct = Defect
- Finish: Check shades and finishes against the sealed sample. **If not correct = Defect**
- Construction: Check construction against sealed sample.
If not correct = Defect
- Front Panel: Check for cleanliness, pleats and knitting defects.
If not correct = Defect
- Print and Logo : Check for conformity to design and sealed sample and colour card. Check solidity of print by stretching, if print cracks then reject for seconding.
Second & if not correct
If a sewn on logo or embroidered logo is used also for broken stitches. **If not correct = Defect**

6.7.2 Starting Conditions

T-shirts can be washed or unwashed. Right and left in this method is defined as meaning as you look at the garment.

6.7.3 Inspect as follows:

- Select garments at random as appropriate to the box contents. Unfold and position on inspection bench flat with front uppermost.
- Starting with the neck, work round the garment in the following manner:
- Check for conformity of back neck label, outside front and back of neck for knitting defects and shading. Check elasticity and recovery of opening. Check close and set neck-opening trim for broken stitches and raw edges.
- Inspect left shoulder seam, applying stress and check for broken stitches and raw edges.
- Inspect left armhole or raglan seam, both sides of seams, apply stress and check for raw edges and broken stitches.
- Inspect left underarm seam applying stress to both sides of seam and check for broken stitches and raw edges. Inspect front and back of sleeve checking for cleanliness, knitting defects and shading.
- Inspect left cuff outside front and back for knitting defects and shading. Check for elasticity and recovery. Inside check close and set cuffs trim for raw edges and broken stitches.
- Inspect left sideseam (not for tubular construction) from armhole join to bottom hem applying stress and check for raw edges, broken stitches and shading.
- Check waist trim on outside for knitting defects and shading. Check elasticity and recovery. Inside check for knitting defects. Check close and set trim for broken stitches and raw edges.
- Inspect right sideseam from bottom hem to armhole join applying stress and check for raw edges, broken stitches and shading.
- Inspect right cuff outside front and back for knitting defects and shading. Check for elasticity and recovery. Inside check close and set cuffs trim for raw edges and broken stitches.

6.7.4 Continued:

- Inspect right underarm seam applying stress to both sides of seam and check for broken stitches and raw edges. Inspect front and back of sleeve checking for cleanliness, knitting defects and shading.
- Inspect right armhole or raglan seam, both sides of seams, apply stress and check for raw edges and broken stitches.
- Inspect right shoulder seam, applying stress and check for broken stitches and raw edges.
- Turn garment with back face up.
- Inspect back panel for cleanliness, pleats and knitting defects.
Where required (minimum of 10% of audit sample):
- Pull both sleeves inside out, apply stress across seams and check for broken stitches and run off on sleeve, armhole, cuff and side seams. Pull sleeves back through.
- Refold and pack garment, if it passes. Reject for repair or seconding if defective.
- Complete paperwork as required
- The responsible auditor should mark each unit and each box selected to clearly indicate the boxes and garments audited. This is done applying a small coloured adhesive label to a prominent place on each audited garment and on each box audited.

6.8.1 Method of evaluation

- Lay garment flat on table with front facing up.
- If there is no twist, then out-seam will lie parallel with edge of garment.
- If twist is visually apparent ensure that incorrect pressing has not created this.
- If twist is present, determine whether anticlockwise or clockwise.

For a leg twist as illustrated in photo 1:

a) Measure the distance “A” – photo 2

b) Measure the distance “B” – photo 3

Subtract “B” from “A” = “A” – “B” = degree of twist

The same process is to be followed in reverse for an anti-clockwise twist

Tolerance for acceptance of degree of twist is:

- For types of Fabrics – up to and including ½”

Photos can be found in Annexes 6.8:

6.9.1 Audit method for Footwear

ALL FOOTWEAR ARE TO BE CHECKED FOR THE FOLLOWING USING CURRENT SPECIFICATIONS.

- Checking requirement: (where possible) 5 sizes (5 pairs in each size) per PO or as directed by Quality Control.
- Key checks are: footwear style, leather type/colour, size, sole, heel, insole, toe, elastic against current specifications and recorded on the specified form.
- Footwear Type/Style: Check against the ticket/specification.
If not correct = Defect
- Leather Type/Colour Check against the ticket/specification.
If not correct = Defect
- Size/Fit Check size/fit inside the footwear and sole match the ticket/specification.
If not correct = Defect
- Sole Type Check against the ticket/specification.
If not correct = Defect
- Upper Check uppers for defects (scars, bacteria marks, growth marks, looseness, cuts, scratches etc.).
If not correct = Defect or Second
- Pairing up Check pairing up is done correctly. Check shade/finish consistence of the upper against the sealed sample. Check toes are matching. **If not correct = Defect or Second.**
- Imprinting/Stamping: Check legibility of printing for size, fit, DOM and the Logo stamp.
If not correct = Defect
- Elastics Check colour against the sealed sample. Check for frying, flows, cuts, discoloration etc.
If not correct = Defect
- Tugs Check tugs for frying, cuts and rips. Check positioning is correct against the sealed sample.
If not correct = Defect
- Construction: Check construction against sealed sample.
If not correct = Defect

6.9.2 Starting Conditions

Footwear should be fully completed, cleaned/polished and either be packed in boxes or ready for packing. Right and left in this method is defined as worn.

6.9.3 Inspect in the following order:

- Select footwear at random and remove from the box if packed.
- Pick up the pair and hold boots/shoes parallel next to each other in your hands to ensure the uppers are matching. Colour, shade and grain consistence must be matching for each pair.
- Check toe shape is matching. Toe puff must not be crooked, long or short and sole toe stitching and sole trimming must be matching.
- Verify that size and fit inside (insole) and outside (sole) are matching.
- Check tugs for frying, cuts, rips, glue residue and stains. Check that the same tugs are used on both boots and positioned correctly.
- Inspect for defects in all areas of the upper, such as scars, tick marks, cuts, scratches, growth marks, bites and bacterial marks and any other defect in the vamps or forward part of the quarter that is visible at a distance of 1 metre or more that would affect the appearance of the boot/shoe in any way.
- Check blocking lines are not excessive. There must not be burnt/creased uppers along the blocking lines.
- Blocking lines should not be prominent in the toe counter area of the upper.
- Feel inside of the boot starting with the toe puff lining. Feel the linings with the fingers. There should be no stretchiness felt in the lining leather. The grain must be smooth and uniform. The lining leather must be free of slaughter cuts and holes.
- The quarter lining must not display bagginess. Has to be the same colour as per the spec and be matching the other boot.
- The heel counter should not be rolled or curled, must be correctly positioned and is not soft.
- Feel the back seam with your fingers from bottom to top. There must not be bulges in the back seam. The back stitching must be straight, not crooked.
- The insole of the boot must be smooth and uniform. Sharp edges must not be protruding through the insole. Feel with fingers through the middle of the insole. Repeat the same procedure for the edges, starting from one end and following all the way around.
- Check correct heel socks/foot bed inserts are used as per the specification/boot style. There should be no lumps underneath the heel sock.

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- Feel the heel sock all around the edges. There must not be protruding points of lasting staple, tack, fastener peg, or nail in heel seat area. The nail/tack heads must be sitting flat with the top of the innersole. All heel seat nails must be properly positioned to edge of insole.
- Inspect the back seam stitching visually from the outside. It should be straight and must start from the centre of the heel. Should not deviate more than 5mm sideways from the vertical centre of the heel (top to bottom of the back seam).
- Ensure all leather upper and the lining edges are trimmed neatly. No irregular trimming is visible to affect the appearance. Edges must be properly set (no chatter marks).
- Check elastics are correct colour as per the specification. Check for frying, flaws, cuts, rips, glue, stains, discoloration etc.
- Leather upper trimming around the elastics must be even and consistent.
- Check the elastic and tug stitching all around. There should be no loose tension resulting in a loosely secured seam. There should not be tight tension resulting in cracking/ripping of the upper.
- Ensure correct seam and stitch type has been used. Correct thread colour used matching the upper and the elastic.
- Gauge and spacing of the stitching should be consistent and regular. Make sure there is no omitted stitching in the areas where required. Thread ends trimmed around the tug and elastic inside and out. No loose threads.
- Check that there are no locked or double tacked ends to prevent unravelling. There should not be needle holes or needle chew. There must be no stitching overruns resulting in stitching where not intended.
- Check sole edge trimming by starting on one side of heel and work your way around the boot to the other side of heel.
- Sole trimming must be uniform and consistent. Edges must be trimmed correctly (not into sole stitching).
- Jointing of sole and heel trimming must be smooth (no ridges and undercuts). Grinning seam (no exposed threads) and correct length (not short or long).
- The sole must be clean. No oil, paint, stain, scratches, scuff marks, glue or any other type of marks or imperfections affecting the appearance of the sole should be visible.

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- Spraying on the leather soles (when applicable) must be uniform and consistent. There should be no shade variation.
- The RM logo must be centred evenly between the stitching and size of logo must be in accordance with specifications.
- Check welt strip is sitting flat against the sole. There should be no gaps or holes visible. Trimming must be even.
- Welt/Sole stitching tension should not be loose or tight. Stitching must not be crooked and follow the shape of the upper/stitching.
- The placement of the sole/welt stitching from the sole/welt edge should be consistent as much as practically possible all the way around boot.
- Complete paperwork as required.
- The responsible auditor should mark each box selected to clearly indicate the boxes/boots and audited. This is done applying a small coloured adhesive label to a prominent place on each audited pair of boots and on each box audited.

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Quality Audits Recording Audit Results

Section 6 Subsection 10

- 6.10.1** The results of the audit are to be recorded on the individual product QC Audit Report Form
- 6.10.2** Defects should be listed by defect type and the carton-box from which they were found should be identified.
- 6.10.3** The responsible auditor should mark each unit and each box selected to clearly indicate the boxes and items audited.
This is done applying a small coloured adhesive label to a prominent place on each audited item and on each box audited. For internally manufactured garments an adhesive sticker with the individual inspector's number is placed on the inside of the garment next to care label instructions.
- 6.10.4** A copy of the audit worksheet and the completed MTA measurement sheet are to be kept at the audit location and another copy of these forms is to be attached to the shipping documents included with the shipments.
- 6.10.5** Audit and Measurement documents.
Annexes: 6.2b / 6.2c / 7.2e are the MTA Forms.
Annex: 6.9a can be used as a hard-copy template.

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Quality Audits Verification of Audit Process

Section 6 Subsection 11

- 6.11.1** To ensure that all R.M.Williams (Owned & Operated) and contractor auditors are properly interpreting and enforcing the R.M.Williams Product Integrity Standards, verification audits will be performed on a regular basis in the form of box audit. The Audit sample quantity is based on 2.5% AQL – General Inspection Level II (*See Annex 6.3a – Sampling Plans at 2.5% AQL*).
- For owned & operated facilities, the Quality Manager will perform these verification audits.
 - For contractor locations, the verification audits will be performed by R.M.Williams representative as part of the routine during visits.
 - A permanent record of these verification audits will be maintained by Quality Control Department.
 - Quality Audit results are recorded on the Audit Report (*See Annex: 6.9*).
 - These verification audits are performed for each product combination during each contractor visit.
- 6.11.2** The results of these verification audits will also be used to help determine the possible need for additional training for the auditing staff and the clarification of standards, procedures and specifications.
- 6.11.3** The responsible auditor should mark each unit and each box selected to clearly indicate the boxes and products audited.
This is done applying a small coloured adhesive label to a prominent place on each audited item and on each box audited.
In this way, the units that were actually audited can be quickly identified to perform the Verification Audit and determine that the correct quality standards are being followed.
- 6.11.4** The quality auditor should also check the stock of 2nd and 3rd quality garments to ensure that they are not containing any 1st and 2nd choice garments.