

Fashion Manufacturers Ltd. Quality Assurance Program

MISSION

As the fashion business becomes increasingly competitive, the quality of our product must improve. For this reason, we have created this Quality Assurance Program.

Quality is developed through the entire manufacturing process.

- Patternmaking and first sample: development is necessary to identify how the coat will look, how the fabrics and trims will work in the style, and to develop initial fit parameters.
- Pre-production sample: pattern corrections, spec. development and trim confirmation in addition to a focus on proper garment construction, yield a consistency of fit and finish. Proper pre-production ensures that the entire purchase order will meet the fit measurements in production.
- In-line (in-process) quality inspection ensures that every production coat is constructed identically to the approved pre-pro. sample. In-line inspection should catch any mistakes in stitching, seams, pressing or label selection & placement as early as possible.
- Finished product inspection **confirms** proper garment construction, focuses on garment appearance, and **ensures** that the purchase order is finished properly and that all packaging (labels, hangtags, etc.) are applied correctly.

Patternmaking and pre-production are conducted in partnership between the factory and MR staff. In-line and finished product inspection is the responsibility of the factory

This program must be implemented immediately.

Fashion Manufacturers Quality Assurance Program
Procedures Manual

Table of Contents

Introduction

Table of Contents

3. A. Reporting and Quality Approval Procedures

4. B. Factory Quality Control Procedures

Appendix A Finished Product Inspection Form

1. Summary Sheet

2. Measurement Sheet

Appendix B Classification of Defects

Fashion Manufacturers Ltd.

Quality Assurance Program

Our approach to Quality Assurance includes the following Reporting and Quality Approval Procedures, and Factory Quality Control Procedures.

A. REPORTING AND QUALITY APPROVAL PROCEDURES

1. Receipt of the Fashion Manufacturers purchase order initiates the pre-production process for each style. The pre-production process should yield an approved pre-pro. sample, a set of specifications (**specs**) and a trim card of actual trims and swatches for all components of each style.
2. Upon reaching 20% completion of the purchase order, the factory must submit purchase order samples for approval. The factory will submit 1 median size coat (size 8, medium, 1X or 18W) for each new purchase order. For Large Orders (5,000 coats or more), or selected orders¹, additional coats may be requested. If styles are reordered with modifications, samples at 20% of purchase order completion may be requested for these purchase orders. Fashion Manufacturers approval of the 20% sample will either be “APPROVED AS SUBMITTED”, “APPROVED WITH MODIFICATIONS”, or “NOT APPROVED”. In either of the latter responses, remedies will be indicated and, once corrections are made to the purchase order in production, the factory will be allowed to ship the purchase order. If requested, the factory may need to resubmit a new (corrected) set of samples from the purchase order.
3. The Finished Product Inspection Report (Appendix A) must be completed for **all** purchase orders to be shipped, and faxed to Fashion Manufacturers’ New York Quality Assurance office to request a Fashion Manufacturers Ltd. Certificate of Approval.

FACTORY IN-LINE INSPECTION

In-line inspection is a critical aspect of a good quality program. Problems discovered early in production allow for early correction and prevention of costly final audit failures. We require that the factory have an In-Line Inspection system in place. This system includes checking all components prior to sewing and in addition, inspecting the work on the line during the assembly of the coat. In-line inspection is ongoing and continuous. It requires sampling pieces from the bundles daily against construction and measurement standards as they apply.

If you request, we can assist you in setting up an In-Line Inspection program.

¹ Based on specific requirements

B. FACTORY QUALITY CONTROL PROCEDURES

FINISHED PRODUCT INSPECTION

Finished product inspection should occur on two levels.

First, individuals responsible for final thread trimming and final inspection should be trained to understand all quality requirements including stitching, seams and pressing. They should fully inspect every coat completed in production (100%). When their inspection finds a coat that is defective, they should mark the problem, tag the coat and send it back to the floor for repair. No defective coats should be shipped to Fashion Manufacturers Ltd.

Second, Finished product quality inspectors should conduct statistical inspection audits to determine if each purchase order meets all quality standards. These inspections should include selecting statistical quantities for construction, finish and packaging inspection, and the measurement of 32 coats per color² for fit. These inspection audits must be documented to Fashion Manufacturers in the Finished Product Inspection Report prior to shipment. A Certificate of Approval will be sent back to the factory by Fashion Manufacturers to permit shipping each purchase order. ANY failure of a final inspection will require a **100% Re-inspection** of the entire purchase order. All defective coats must be removed from the purchase order prior to shipment.

Note: a final quality audit failure should be considered catastrophic. To perform 100% re-inspection of every coat that this failure demands will most certainly result in missed shipping deadlines. An audit failure also indicates that the in-line inspection process is deficient, and should be reviewed immediately.

Fashion Manufacturers may also conduct independent audits. The report of the auditor will also be submitted to Fashion Manufacturers Q.A. for review. We will inform you if an independent audit is to be made prior to shipment.

Final Inspection - Visual, Construction and Packaging

The purpose of the Final Inspection Audit for Visual, Construction and Packing is to verify that the product meets Fashion Manufacturers Ltd. standards as related to:

- ◆ Technical (Specification) Package
- ◆ Final Approved Fit Sample
- ◆ Visual Appearance
- ◆ Packaging Requirements

The quality inspector should be referring to the appropriate reference documents for reference and guidelines. The inspector should refer to the defect classification list for visual and construction defects rating by zone in Appendix B. Any major defect found must be corrected.

The final quality inspection will be conducted for **Visual Quality** and for **Fit Measurements** according to the following procedures;

² For Purchase Order quantities less than 500 coats, the sampling of 32 coats total may be distributed evenly across all the colors in the Purchase Order.

Sampling Tables for VISUAL Quality Audit

Use Table A for all coats and jackets

		ALL PRODUCTS					
		Critical Defects		Major Defects (2.5 AQL)		Minor Defects (4.0 AQL)	
Lot shipment size by color	Sample size per color	Pass	Fail	Pass	Fail	Pass	Fail
0 to 280	13	0	1	1	2	1	2
281 to 500	20	0	1	1	2	2	3
501 to 1,200	32	0	1	2	3	3	4
1,201 to 3,200	50	0	1	3	4	5	6
3,201 to 10,000	80	0	1	5	6	7	8
10,001 to 35,000	125	0	1	7	8	10	11
35,001 and up	200	0	1	10	11	14	15

Inspection Procedure

- ◆ Find out the number of units packed at the time of audit from the factory management.
 - ◆ **Warning:** A minimum of 80% of the units must be ready (Pre Heat-Sealed) (based on the order quantity), in order to conduct the final quality audit.
 - ◆ Pull, at random, the quantity of garments proportionally by size and color, to be examined, based on purchase order size quantities in Table A (quantity per color).
- Note:** It is imperative that the picking of units is done at random by the auditor. Failure to utilize a random process may skew the results and could allow product to be shipped that will not meet Fashion Manufacturers' Quality requirements.
- ◆ Make sure that the packaging materials meet specified standards.
 - ◆ Inspect the product for defects related to visual, construction and packaging.
 - ◆ Defects observed are to be listed on the Finished Product Inspection Report form.
 - ◆ The number of defects observed is reviewed against the amount allowed in table A, and the correct decision of pass or fail is noted on the Finished Product Inspection Report (See "Identification of PASS/FAILURE" below).
 - ◆ Complete the Finished Product Inspection Report form for Visual / Construction / Packaging. Use this form to indicate the outcome of the finished product audit. Discuss the results with factory management and have them sign off on recommended corrections.
 - ◆ If the audit fails for visual, construction, or packaging, the purchase order must be 100% inspected by the quality inspector (every garment). Any defective garment that is found to be defective, must be corrected (if possible) and re-packed by the factory for a follow up shipment inspection. Garments which cannot be corrected must be discarded.
 - ◆ If problems are found that create any shipping delays, please notify the Fashion Manufacturers Import department immediately.

Sampling Table for Measurement of Product:
Table B

Sample Size	Major Defects (All Defects)	
	PASS	FAIL
32	5	6

Inspection Procedure

1. Select 32 coats per color from the samples taken for examination of visual, construction and packaging (see **Note** below).
Note: For Purchase Order quantities less than 500 coats, the sampling of 32 coats total may be distributed evenly across all the colors in the Purchase Order
2. Measure each of the 32 coats of each color to ALL HIGHLIGHTED (*) measurement points provided in the technical specification package. Record all measurements on the Finished Garment Measurement Sheet as variances from the measurement point *regardless of the tolerance*. (Example: Cross Shoulder Spec. is 17" +/- 1/8"; your coat measures 16 7/8", so you record **-1/8"**).
3. Circle any measurement variance that is **beyond** the tolerance.

A coat with more than one major measurement defect is to be counted as one major defective coat.

Identification of PASS / FAILURE for Visual/Construction and Measurement

- ◆ If a coat has one or more major visual or measurement defects, the coat is to be counted as 1 (one) major defect coat. Count the number of defective coats and refer to the Table A to determine PASS/FAIL for the purchase order.
- ◆ If a coat has one or more minor visual defects, the coat is to be counted as 1 (one) minor defect coat. Count the number of minor defective coats and refer to the Table A to determine PASS/FAIL for the purchase order.
- ◆ If any coat is found to have one or more critical defects, the purchase order is FAILED.
- ◆ If shade variations are outside of the acceptable shade range, the Fashion Manufacturers Import Department is to be notified immediately for a decision on how to proceed, and samples must be sent for approval.
- ◆ If the shading is accepted by Fashion Manufacturers, the Fashion Manufacturers Import Department will identify how to mark, pack and ship the purchase order.
- ◆ The carton shade marks should be checked during the shipment audit.
- ◆ During the finished product inspection, packaging and labeling should be checked closely to assure conformance to standards including proper Country of Origin and care/fiber content markings.
 - Pre-Pack assortments should also be audited where applicable.
- ◆ If the number of visual defects (Table A) and/or measurement defects (Table B) are **equal to or LESS than the PASS number** in either chart, the Audit(s) **PASSES**. The defective products found are to be sent back for repair or discarded. Submit the completed Finished Product Inspection Report with the Certification of Approval form to Fashion Manufacturers Q.A. department for our approval.
- ◆ If the number of visual /measurement defects in either chart is **equal to or MORE than the FAIL number**, the purchase order **FAILS**. If the product cannot be repaired in time to meet the shipment date, the Fashion Manufacturers Import Department is to be notified to determine disposition of the shipment.
- ◆ If the Audit FAILS, the Factory must **re-inspect 100% of the purchase order**. All defective coats are to be removed from the purchase order, repaired or discarded. After 100% inspection, re-Audit the purchase order using the same procedure for inspection and approval as a new audit, including packing.

B. Classification of Defects

The classification of defects is not all-inclusive but represents a majority of defects commonly found in coats. The quality auditors and suppliers are to use this defect list as a guide to help identify:

- Types of Defects.
- Rating as to Critical, Major and Minor.

1. Critical Defect:

- Is a defect that can harm our customer or anyone in our customer's surrounding.
⇒ If any critical defect is found any time through the auditing process, the coat is to be rejected and the Supplier is to make sure that all critical defects are removed before shipping to Marvin Richards (100% Re-inspection of purchase order is required).
Example: A straight pin sewn into a coat constitutes a critical defect, and if found requires that **every** coat in the purchase order be re-inspected.

2. Major Defect:

- Is any defect that will adversely affect the function of the coat over its expected life cycle.
- Is any defect that will cause the customer to not purchase the coat or return the coat.

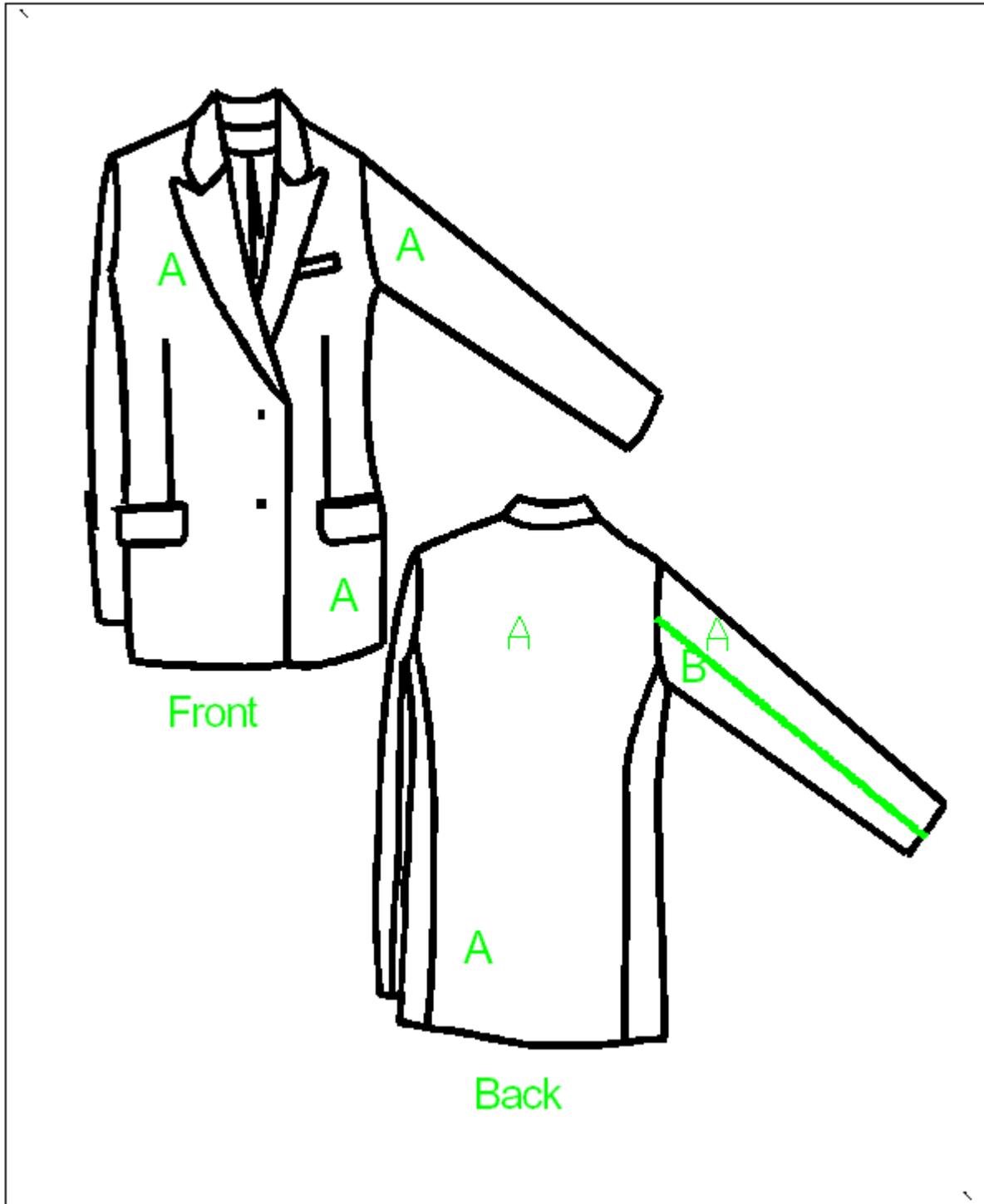
3. Minor Defect:

- Is a visual defect that will not cause the customer to reject the coat or return the coat, but does not meet the specifications or construction requirements.

Quality Assurance Procedures Manual

Zone Chart – Coats and Jackets

Note: Inside back neck area is zone A, balance inside is zone B



Quality Assurance Procedures Manual

Visual Defects: The following defects apply to the visual evaluation of the inspection process.

The defects listed below are defects rated by two areas of the coat, Zone A and Zone B. Zone A is the area of the garment that will draw more attention from our customers than Zone B. The list is not all-inclusive, and not meant to exclude reasonable expectations for construction and finishing.

REFNO.	DEFECT TYPE	ZONE A	ZONE B
	FABRIC		
A1	Dye discoloration, streaks, smears	Major	Major
A2	Fabric color or shade not as specified	Major	Major
	LEATHER		
B1	Color not as specified	Major	Major
B2	Color out of shade band	Major	Major
B3	Cut in Leather	Major	Major
B4	Grain not as specified	Major	Major
B5	Poor matching of grains	Major	Major
B6	Obvious shaded part	Major	Major
B7	Hand feel not as specified	Major	Major
B8	Obvious difference in nap appearance within the coat	Major	Major
	STITCH FORMATION		
C1	Broken stitches	Major	Major
C2	Irregular or uneven contrast stitches or top stitches	Major	Major
C3	Excessively loose or tight stitch tension (unbalanced)	Major	Major
C4	Needle chews (feeder chews)	Major	Minor
C5	Needle cuts	Major	Major
C6	Needle holes	Major	Major
C7	Part of garment caught in any unrelated operation or stitching	Major	Major
	SEAMS		
D1	Darts uneven in length by 1/4 inch or more	Major	Minor
D2	Excessive fullness in parts	Major	Major
D3	Excessive puckering	Major	Major
D4	Poorly sewn seams	Major	Major
D5	Raw edges	Major	Major
D6	Uneven seam allowances (greater than or equal to (\geq)1/4 inch)	Major	Major
D7	Unsecured seams	Major	Major
D8	Twisting of top collar seam (roping)	Major	
	FUSING		
E1	Fusing delamination or poor bonding	Major	Major
E2	Fusing bubbling	Major	Major
	GARMENT PARTS		
F1	Related parts not symmetrical	Major	Major
F2	Excessively puckered or twisted hem	Major	Major

Quality Assurance Procedures Manual

		Zone A	Zone B
BUTTONS, RIVETS, BUTTONHOLES, and SNAPS			
G1	Broken or damaged button, rivet or snap	Major	Major
G2	Shank button or shell button not sewn on fully and secured	Major	Major
G3	Buttons and buttonhole placements out of alignment by 1/8 inch or more	Major	Major
G4	One or more broken stitches in one or more buttonholes	Major	Major
G5	Buttonhole style not as specified	Major	Major
G6	Wrong size buttonhole	Major	Major
POCKETS AND BELTS			
H1	Pockets horizontally uneven or mis-aligned in excess of 1/8 inch	Major	Major
H2	Raw edge on pocket corner opening	Major	Major
H3	Pocket flaps not symmetrical	Major	Major
H4	Top stitching of belt is uneven or crooked	Major	Major
H5	Poor finish on belt	Major	Major
H6	Pocket bag not fully sewn around securely	-	Major
PRESSING			
J1	Burn Marks	Major	Major
J2	Edges not pressed straight	Major	Major
J3	Excessively wrinkled linings	Major	Major
J4	Permanent crease marks (including reworked hems)	Major	Major
J5	Pressure marks	Major	Major
J6	Shine marks on the surface of the garment	Major	Major
J7	Garment not dried correctly during pressing	Major	Major
CLEANLINESS			
K1	Drill holes or marks on outside of garment	Major	Major
K2	Excess sewing threads between lining and shell visible outside or inside of garment	Major	Major
K3	Ring from cleaning gun (fluid mark or stain)	Major	Major
K4	Obvious soil, dirt, or oil	Major	Major
K5	Water stains on garment	Major	Major
GARMENT FINISHING			
L1	Attached sewing threads greater than (>) 3/4 inch on inside (exc. Darts)	Minor	Minor
L2	Attached sewing threads greater than (>) 1/4 inch on outside	Major	Major
L3	Belt loops not fully secured	Major	-
L4	Belt loops incorrectly placed more than 1/4 inch than specified	Major	-
L5	Bartack that is distinctively mislocated	Major	Major
L6	Collar not symmetrical	Major	-
L7	Crooked labels misaligned by more than 1/8 inch	Major	Major
L8	Crooked or uneven fly front stitching	Major	Major
L9	Crooked or uneven placket	Major	Major
L10	Darts not properly located within 1/8 inch	Major	Major
L11	Fronts are uneven at the bottom (hem) by 1/4 inch or more	Major	Major
L12	Glue marks or residue on outside of the coat	Major	Major
L13	Improper hand sewn stitches	Major	Major
L14	Crooked or uneven vent	Major	Major
L15	Missing/incorrect or misplaced label	Major	Major

Quality Assurance Procedures Manual

		Zone A	Zone B
L16	Sharp pointed edges on hardware	CRITICAL	CRITICAL
L17	Sleeve head stay stitch showing on outside	Major	Major
L18	Sleeves set-in improperly backwards, or twisted	Major	Major
L19	Twisted facing	Major	Major
L20	Uneven side vents by more than 1/4 inch	Major	Major
L21	Lining attachment loops (or tacks) missing or not attached	Major	Major
L22	Seam for turning garment is not fully/neatly stitched (with backtack)	-	Major
	TRIMS, ZIPPERS		
M1	Corrosion of hardware (staining, rusting, fading)	Major	Major
M2	Shoulder pads not attached as specified	Major	Major
M3	Malfunctioning zipper or hardware	Major	Major
M4	No stopper on top of zipper	Major	Major
M5	Wavy zipper	Major	Major
M6	Zipper pull falls off	Major	Major
	PACKAGING		
N1	Incorrect hangers	Major	-
N2	Missing or wrong packaging components	Major	-
N3	Illegible printing on prepack	Major	-
N4	Incorrect packing of prepack	Major	-
N5	Carton labeling error	Major	-
N6	Illegible printing on boxes	Major	-
N7	Incorrect packing	Major	-