

# Defect Training Slides

2024 | Footwear & PU/Leather Accessories

# Taking The Right Steps When Analyzing Defects - Footwear/PU/Leather



## Footwear/PU/Leather DCL

K-Link<Resources<Private and Exclusive Brands<Quality Assurance<Defect Classification Lists<Footwear & Accessories



Twisted/torqued



Untrimmed Thread

1

Position the product in the applicable orientation to analyze the product

- **Footwear** should be placed in the upright position and evaluated at all sides
- **PU/Leather Accessories** should be placed in a flat orientation

2

Analyze product at an arm's length away

- Helps ensure if a defect is **customer acceptable** or **not**

If defect(s) are identified

3

Use Kohl's DCL to determine the defect and classification

- Use applicable DCL based on product category

4

Take image of defect

- Make sure **product is in the applicable orientation** and **defect is visible** in image
- Detailed guidance provided in the Taking Images section

# Types of Defects (Defect Classification)

## Minor

- Doesn't affect function or performance, considered cosmetic
- **Not Obvious to the Customer**
- Would not impact sale, return or customer rating & reviews

Untrimmed Threads



## Major

- Adversely affects the function, performance or appearance
- **Obvious to the Customer**
- May result in lost sales, return, poor customer rating & reviews

Poor Adhesive



Different Height



## Critical

- Product may be completely unusable, cause health or safety issues for users or not comply with mandatory regulations
- **Obvious to the Customer**
- May result in product liability issues, product recalls, serious customer complaints

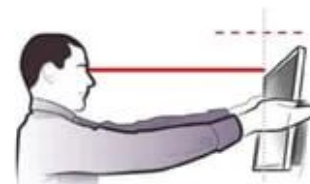
Mold





# General Rules for Analyzing Defects - Footwear/PU/Leather

- Review product defects at an arm's length away
- Review product at **all** angles
  - Ensures defects **are** or **are not** customer acceptable
  - Review inside and outside of product



## Defect Examples:

### Customer Acceptable at Arms Length Away

- Crease / Fold / Wrinkled marks on stays, upper, lining, counter
- **Viewed as customer acceptable based on crease does not affect aesthetic/function of the shoe and is not noticeable at arm's length away**



### Not Customer Acceptable at Arms Length Away


- Off center/Crooked (back stay, eyelet, stay, toe piece, heel, tongue, etc.)
- **Viewed as not customer acceptable based on defect can be seen at arms length away and potentially when worn**



# General Rules - Selecting Defect Category & Name

- Make sure you are **selecting product category first** in Inspectorio before selecting/searching for the defect name
  - Ensures correct product category and defect name will be chosen
  - Ensures more accurate data
  - In the example on the left the defect name was chosen before the product category was selected causing the inspectors answer to be incorrect since the defect image pertains to the product labeling

Example of choosing the wrong defect category:

	<b>Defect Image</b>	
Inspector Answer	<b>Defect Category</b>	FL-PRINTING / EMBOSSING
	<b>Defect Name</b>	Printing / Embossing: Damaged/Missing
Kohl's Correct Answer	<b>Correct Defect Category</b>	PRODUCT LABELING
	<b>Correct Defect Name</b>	Brand/Main Label: Incorrect / Missing / Damaged / Illegible-not clear enough to read

# General Rules - Defect Classification Lists

- Make sure correct defect classification list is being used

## **Kohls Global Defect Classification List\_FOOTWEAR\_LEATHER\_PU ACCESS**

- Footwear
  - Slippers
- Leather/PU Accessories
  - Belts
  - Wallets
  - Handbags
  - Leather Tote Bags
  - Crossbody



# General Rules for Taking Images - Footwear/PU/Leather

- Make sure photo is taken properly in the right direction and product is in the upright position
- Use stickers and rulers to identify size of defect

## Examples:

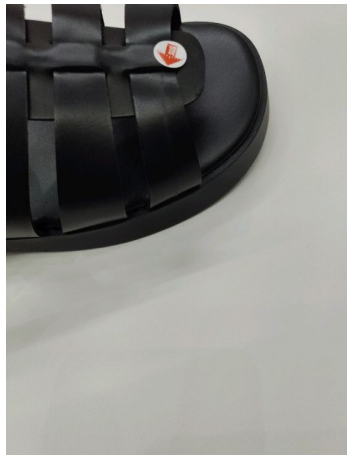
### Acceptable Defect Images

- Images are clear and product is laid flat and in the upright or flat position
- Defect is clear



### Not Acceptable Defect Images

- Photo was taken at an angle or not centered in photo
- This could make it more difficult to see the defect



# Acceptable vs. Unacceptable Defects - ASC05 Crease / Fold / Wrinkled marks on stays, upper, lining, counter

## Acceptable Defects



## Unacceptable Defects



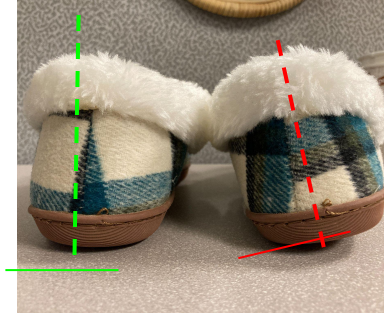


# Acceptable vs. Unacceptable Defects - ASC30 Twisted/torqued (uppers, outsoles, etc.)

## Acceptable Defects



## Unacceptable Defects

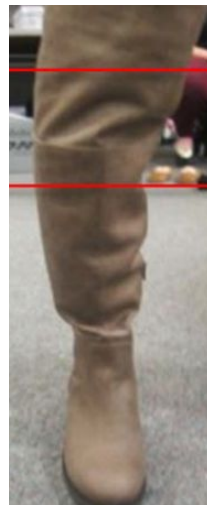


# Acceptable vs. Unacceptable Defects - ASC32 X-Ray Toe Cap, Boot Shaft, Vamp

## Acceptable Defects



## Unacceptable Defects

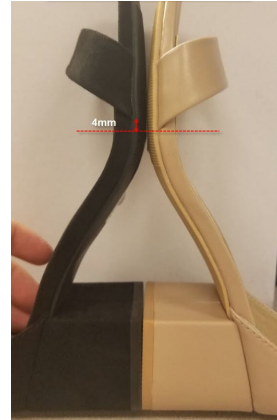


# Acceptable vs. Unacceptable Defects - ASC33 Poor Matching within a Pair - uneven shape/width/length/placement within a pair

## Acceptable Defects

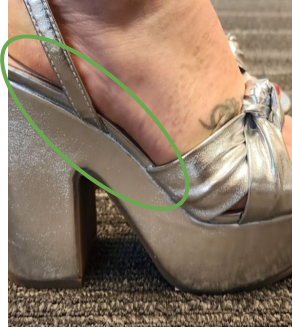


## Unacceptable Defects



# Acceptable vs. Unacceptable Defects - STN04 Glue / Adhesive / Cement

## Acceptable Defects



## Unacceptable Minor Defects



## Unacceptable Major Defects

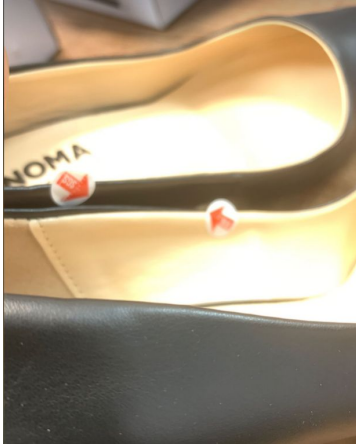


# Taking Images

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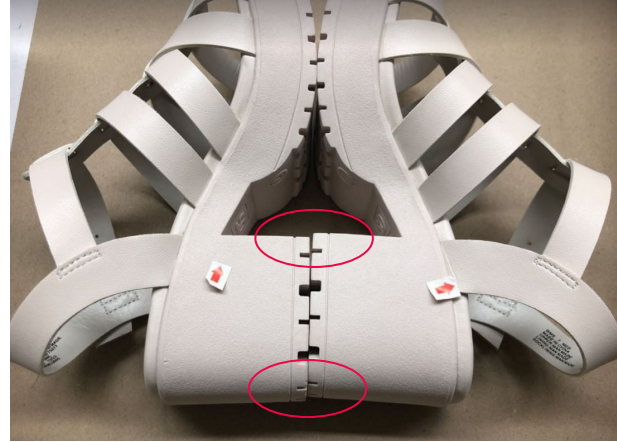
# Taking Images - The Don'ts

## ❌ Don't use flash



- Using flash can make it difficult to see defect in the image

## ❌ Product is not correctly lined up



- When product is not correctly lined up it is hard to determine defect, especially when defect is different height within a pair / high/low / uneven (back heights, quarter, heel, etc.)

# Taking Images - The Don'ts

- ❌ Don't place hands on product when taking defect image



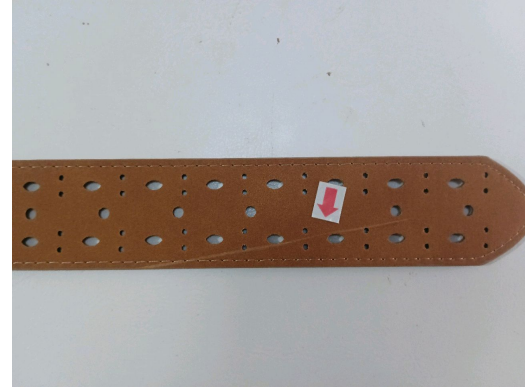
- Makes it hard to tell if there is an actual defect or a defect is being created by the pressing of a hand on the product

# Taking Images - The Do's

- Place arrow stickers correctly at defect



- Lay product flat or in a stable position





# Taking Images - The Do's

- Using the grayscale for color shade variation



- A grayscale should always be used and included in the defect image when evaluating color shade variations