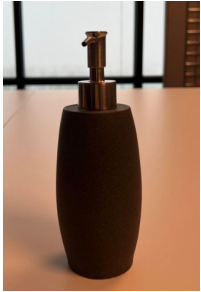


Defect Training Slides

2024 | Hardlines

Taking The Right Steps When Analyzing Defects - Hardlines



1

Position the product in a flat orientation to analyze the product

- Laying the product flat or upright helps with **visibility** and **identifying** the defect
- Check labelling



2

Analyze product at an arm's length away

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



Hardlines DCL

K-Link<Resources<Private and Exclusive Brands<Quality Assurance<Defect Classification Lists<Hardlines

3

Use Kohl's DCL to determine the defect and classification

- Use applicable DCL based on product category
- Input applicable defect and classification into Inspectorio



Dirt Mark



4

Take image of defect

- Make sure **product is flat** 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

Peeled off Coating



Major

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

Poor Glazing



Detached Component



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

No Product Labels



Broken Jar & Glass Shards



Determining Defect Classification - Minor vs. Major

Example of choosing the wrong defect classification:

Defect Image



Defect is more than 3mm long so defect classification should have been a major since defect is on front of product and would hinder customer sales

***Make sure you are following Kohl's hardlines defect classification list**

• General guideline for determining major or minor defects at arm's length		
Product Location/Orientation	Major Defect	Minor Defect
Front Side	>1/8" (3 mm)	<1/8" (3mm)
Lateral Side (Left & Right)	>1/4" (6 mm)	<1/4" (6 mm)
Back and Bottom Sides	>3/8"(9 mm)	<3/8" (9 mm)

Inspector Answer



Defect Category	A3 - Appearance
Defect Name	Surface finish flaws-rough surface or edge, impurities, blisters, burns, peeling, sharp edges, excluding those necessary for function
Defect Classification	Minor

Kohl's Correct Answer



Defect Category	A3 - Appearance
Defect Name	Surface finish flaws-rough surface or edge, impurities, blisters, burns, peeling, sharp edges, excluding those necessary for function
Correct Defect Classification	Major

Determining Defect Classification - Major vs. Critical

Example of choosing the wrong defect classification:

Defect Image



Cracks in glassware are considered critical defects since it would cause a safety concern to the end user

***Make sure you are following Kohl's hardlines defect classification list**

Inspector Answer



Defect Category	A5 - Appearance
Defect Name	Broken/Cracks - Critical for food containers, cookware & decorative products
Defect Classification	Major

Kohl's Correct Answer

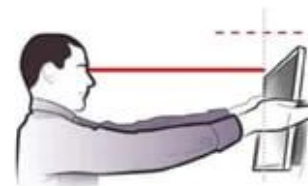


Defect Category	A5 - Appearance
Defect Name	Broken/Cracks - Critical for food containers, cookware & decorative products
Correct Defect Classification	Critical



General Rules for Analyzing Defects - Hardlines

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



Defect Examples:

Customer Acceptable at Arms Length Away

- Glue mark
- **Viewed as customer acceptable due to glue mark not being noticeable to the eye and would not affect sales**



Not Customer Acceptable at Arms Length Away

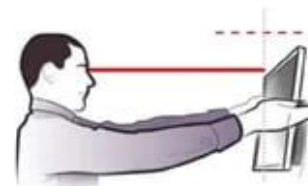
- Poor assembly
- **Not viewed as customer acceptable due to defect being noticeable to eye**





General Rules for Analyzing Defects - Hardlines

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



Defect Examples:

Customer Acceptable at Arms Length Away

- Scratch mark on lid
- **Viewed as customer acceptable due to defect being on the inside of the lid**



Not Customer Acceptable at Arms Length Away

- Chip mark
- **Not viewed as customer acceptable due to defect being noticeable to eye and can affect sales**



General Rules - Defect Classification Lists

- Make sure correct defect classification list is being used

Kohls Global Defect Classification List_HARDLINES

- Hardlines
 - Aroma/Candles
 - Home Decor/Bath Accessories
 - Electrical
 - Furniture/Outdoor Living
 - Toy and Child Appeal Items
 - Stationary and Related Supplies
 - Houseware
 - Serveware, Dinnerware, Flatware
 - Jewelry/Fashion Accessories/Luggage
 - Pet Products
 - KCK



General Rules for Taking Images - Hardlines

- 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/placed in appropriate position
- Defect is clear



Not Acceptable Defect Images

- Lighting glare or blurry image
- This could make it more difficult to see the defect



Taking Images

2024 | Hardlines

Taking Images - The Don'ts

⊗ Don't use flash



- Looks like flash was used for this photo since you cannot see the arrows on the stickers making it hard to see the defect

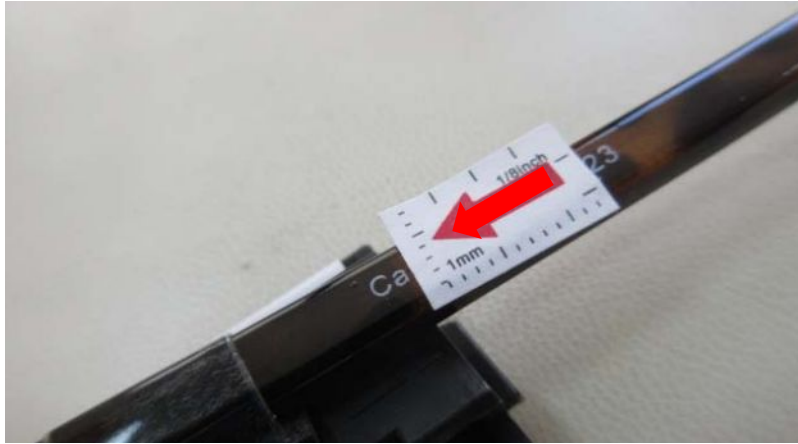
⊗ Don't take photo in bad lighting



- Defect was abrasion mark on front but it is hard to see defect with bad lighting

Taking Images - The Don'ts

- ❌ Don't place defect stickers close by or on defect



- Defect was uneven coating on temple but based on sticker location it is hard to tell what the defect is

- ❌ Don't take blurry pictures



- Hard to see defect when picture is blurry

Taking Images - The Don'ts

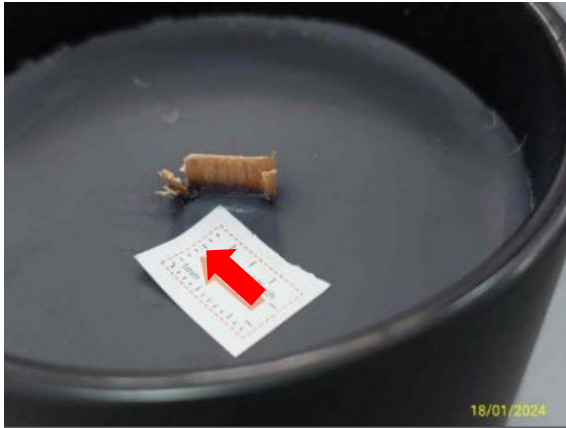
⊗ Don't take images with lighting glares on product



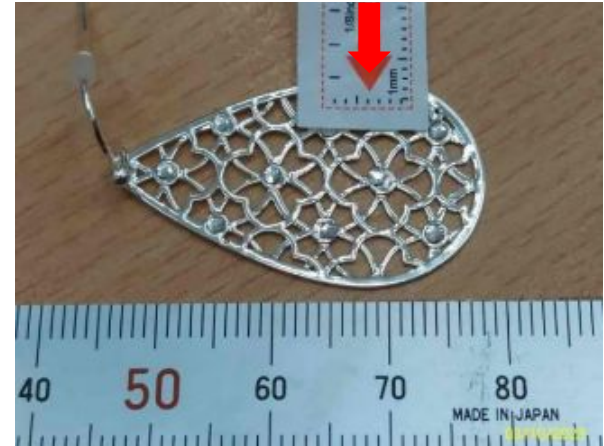
- Defect was for color staining but due to the lighting glare it is hard to see defect

Taking Images - The Do's

- Place arrow stickers correctly at defect



- Lay product flat or in a stable position



Taking Images - The Do's

- Use ruler to measure size of defect

