

Defect Training Slides

2024 | Softlines and Soft Home

Taking The Right Steps When Analyzing Defects - Softlines



Softlines DCL

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



Color Variation



Untrimmed Thread



1

Position the product in a flat orientation to analyze the product

- Laying the product flat helps with **visibility** and **identifying** the defect

2

Analyze product at an arm's length away

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

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 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

Untrimmed Threads



Major

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

Open Seam



Dropped Stitches



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



Analyzing Defects Inside vs. Outside of Garments - Overview

- The appropriate treatment of defects on the inner versus the outer areas of a garment may differ

Examples:

Inside

Customer Acceptable

- Uncut seam allowance on inside of garment
- Not noticeable to customer and does not affect performance of garment



Not Customer Acceptable

- Poor stitching on inside waistband
- Can hinder performance and visual aesthetic



Outside

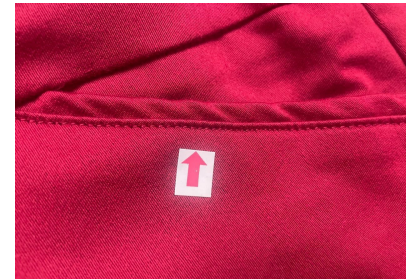
Customer Acceptable

- Exposed fabric edge is unnoticeable at an arm's length away
- Not noticeable to customer from arm's length away and does not affect performance of garment



Not Customer Acceptable

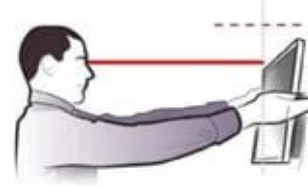
- Roping on seams
- Noticeable to customer





General Rules for Analyzing Defects - Softlines

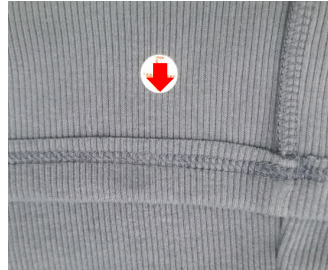
- Review product defects at an arm's length away
 - Ensures defects **are** or **are not** customer acceptable
 - Review inside and outside of product



Defect Examples of *Inside* the Product:

Customer Acceptable at Arms Length Away

- Minor uncut seam allowance on inside of garment
- **Viewed as customer acceptable because defect is not visible at arms length away**



Not Customer Acceptable at Arms Length Away

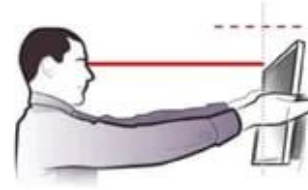
- Pressing: Crease / Missing / Poor Pressing / Wrinkle / Shiny / Glazing mark / Incorrect / poor appearance & aesthetics
- **Viewed as not customer acceptable due to visible defect at arm's length and marks on products can defer customer sales**





General Rules for Analyzing Defects - Softlines

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



Defect Examples of *Outside* the Product:

Customer Acceptable at Arms Length Away

- Barre / Streak / Uneven Knitting Tension defect
- **Viewed as customer acceptable because when defect is looked at from an arms length away it is not noticeable**



Not Customer Acceptable at Arms Length Away

- Twisted / torqued / skewed / distorted / poor shape (garment / product)
- **Viewed as not customer acceptable due to visible defect at arms length and 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 has nothing to do with product labeling

Example of choosing the wrong defect category:

	Defect Image	
Inspector Answer	Defect Category	SL-PRODUCT LABELING
	Defect Name	Sewn-In - Poor Construction / Finishing: sewing defects, wavy/frayed edges, puckering, creased
Kohl's Correct Answer	Correct Defect Category	SL-STITCHING
	Correct Defect Name	Puckering - unwanted gather or waviness on the seam

General Rules - Defect Classification Lists

- Make sure correct defect classification list is being used

Kohls Global Defect Classification List_SOFT LINES

- Apparel
- Soft Accessories
 - Gloves
 - Hats
 - Layette
 - Leggings
 - Scarves
 - Socks
 - Non-Leather Tote Bags
 - Etc
- Soft Home
 - Accent Rug
 - Bedding
 - Blankets
 - Bath Rug
 - Bath Towel
 - Pet Apparel
 - Pillows
 - Pet Bed
 - Table Linens
 - Sheets
 - Etc



General Rules for Taking Images - Softlines

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

Examples:

Acceptable Defect Images

- Images are clear and garment/footwear are laid flat and in the upright position
- Defect is clear



Not Acceptable Defect Images

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



Taking Images

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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 Twisted / torqued / skewed / distorted / poor shape but it is hard to see defect with bad lighting since garment is black, from photo it looks like there is no defect

Taking Images - The Don'ts

❌ Product is not laid flat



- Defect was uneven shape/placement but it is hard to tell since the garment does not look like it is properly laid flat

❌ Don't lay hang tags by defect or on front of product



- With the tag covering the other side of the neckband it is hard to compare defect side to non-defect side of neck

Taking Images - The Don'ts

❌ Don't take blurry pictures



- Hard to see defect when picture is blurry

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



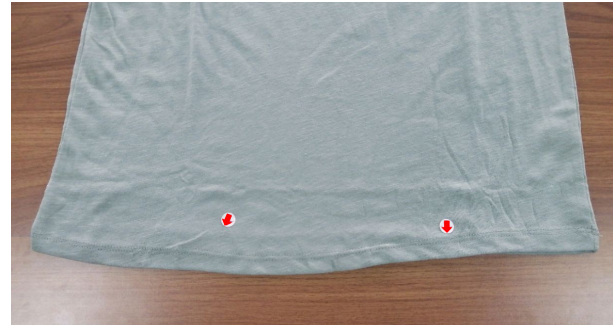
- Makes it hard to tell if there is an actual defect or a defect is being created by the pressing of a hand on the product

Taking Images - The Do's

- Place arrow stickers correctly at defect

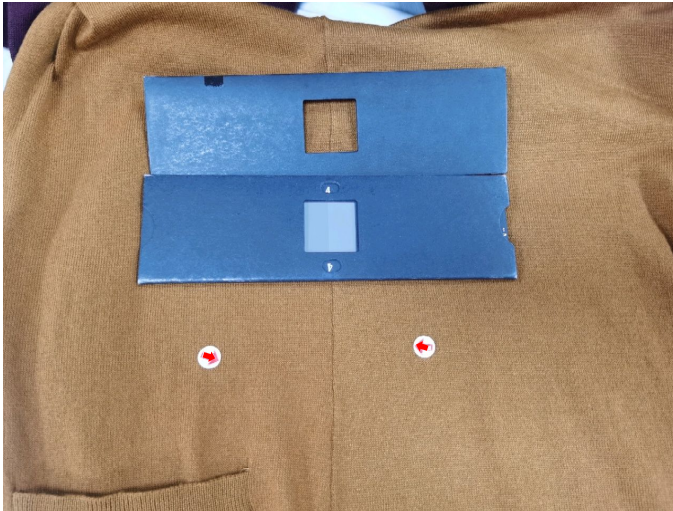


- Lay product flat



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