# Kohl's Proprietary Brands Inspectorio Inspection Process Guide
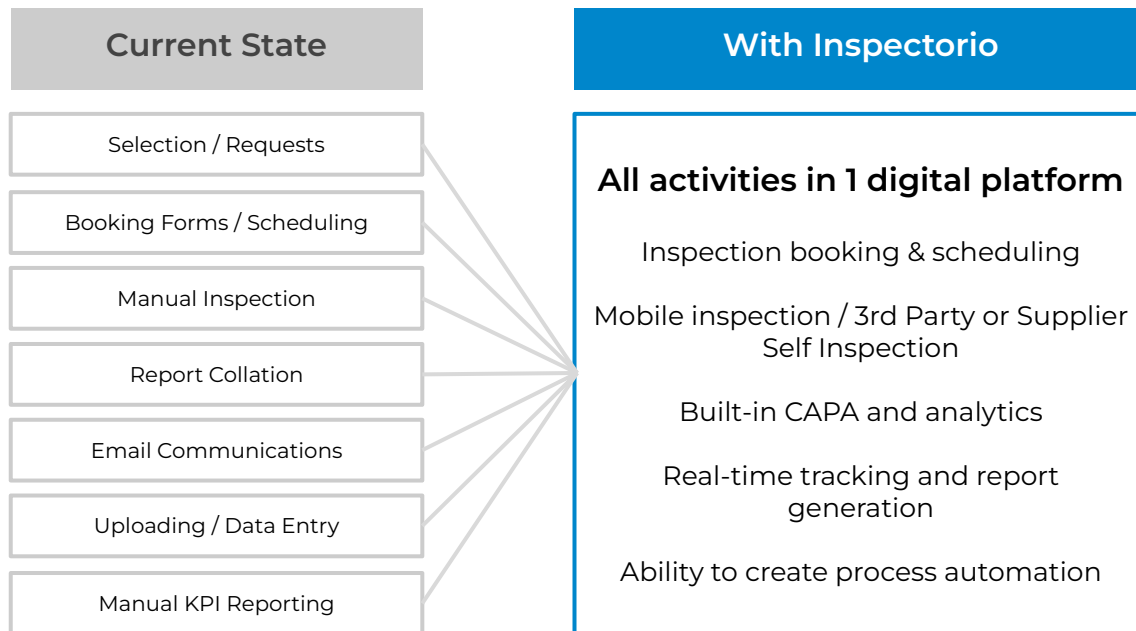
## Soft Home | Domestic Import & Factory Direct Suppliers

Quality Assurance
July 2023

# Inspectorio

A powerful inspection & compliance mobile survey technology application and platform for Retailers, Suppliers & 3rd Party Service Providers

## Current State

- Selection / Requests
- Booking Forms / Scheduling
- Manual Inspection
- Report Collation
- Email Communications
- Uploading / Data Entry
- Manual KPI Reporting

## With Inspectorio

**All activities in 1 digital platform**

Inspection booking & scheduling

Mobile inspection / 3rd Party or Supplier Self Inspection

Built-in CAPA and analytics

Real-time tracking and report generation

Ability to create process automation

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# Kohl's Proprietary Brands Product Inspections | Soft Home
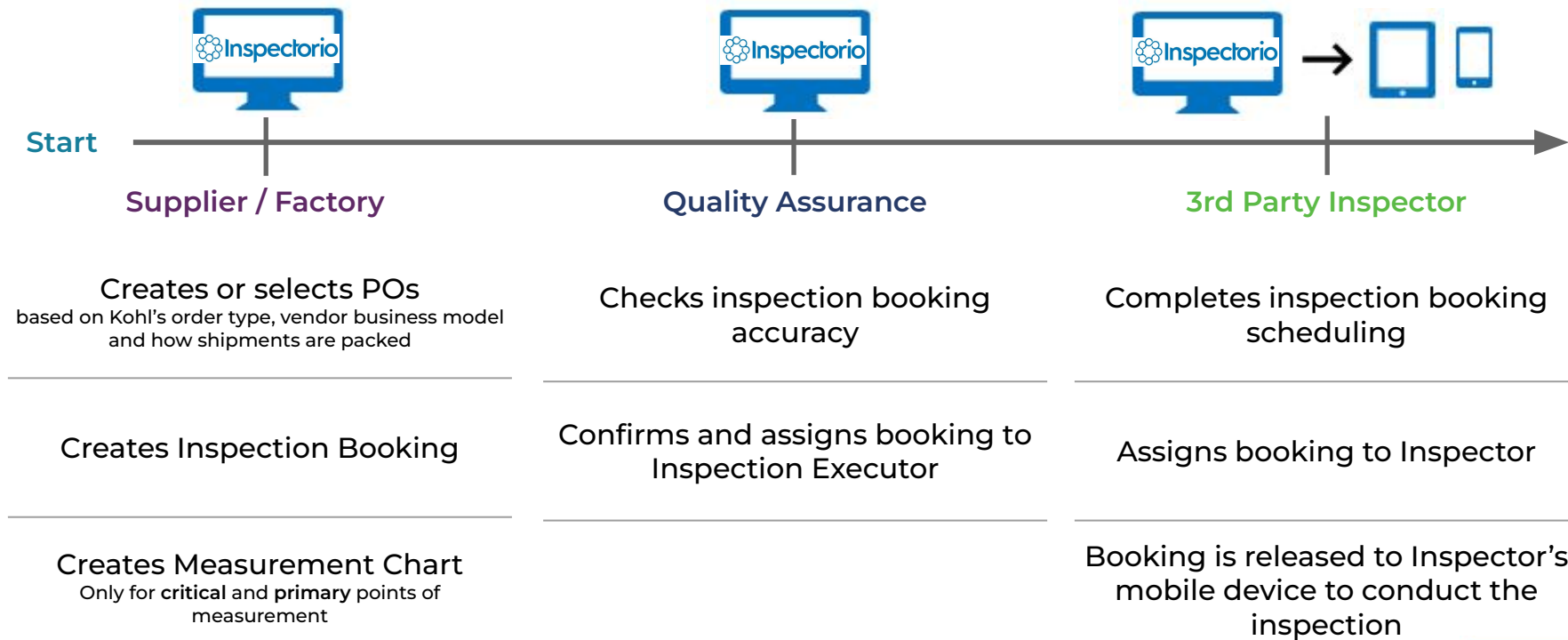
| | | |
|---|---|---|
| **Kohl's 3rd Party Inspection Policy** | A **passing** or **accepted final random inspection (FRI)** completed at the production facility before shipping by an approved 3rd party inspection service for all Kohl's proprietary brand styles / items / programs every **3-6 months** based on Kohl's production / order type and initial result* | |
| **Focus** | Final Random Inspection (First FRI), to validate outgoing product quality of shipments that are 100% produced and ≧80% packed | |
| **Conducted** | Inspections should be completed by the style / item, order type (direct import - Kohl's, domestic - Vendor) and packing method presented for inspection. Vendor/factory is responsible for selecting PO(s) for inspection | |
| **Style / Order Grouping** | Styles / items or Orders may be grouped / combined in 1 inspection if... | Final inspections should be booked by the style / item, PO and pack type (Import - Kohl's, Domestic - Vendor / pack type - Ecom, bulk, etc.)<br>≥1 PO of the same Kohl's brand + same base style program in multiple colors, prints & fabrications with the same ship / Start Factory / X-Factory date |

| Production Type | Inspection Shipment | | Frequency | Total Final Inspections Every 6 months | Inspector |
|---|---|---|---|---|---|
| **New / E-Comm Exclusive / Test Orders** | 1st | Largest / Bulk | 6 months | 2 | |
| **Replenishment** | 1st or Largest | | 3 months | 2 | Intertek or SGS |
| **Additional Shipments not inspected by a 3rd Party** | Additional shipments / production runs not required for 3rd party final inspection are to be inspected internally following Kohl's AQL (2.5 Major & Minor combined) standard, inspection levels and sampling and defect classification | | | | |

Questions | email quality.assurance@kohls.com

*Kohl's reserves the right to add additional inspections as they deem necessary (e.g., failed inspection, previous quality concerns/issues, test, ecom, key styles, etc.)

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## Purchase Orders & Inspection Bookings | Soft Home - 3rd Party Inspection

**Start** →

**Supplier / Factory**

**Quality Assurance**

**3rd Party Inspector**

| Supplier / Factory | Quality Assurance | 3rd Party Inspector |
|---|---|---|
| **Creates or selects POs** based on Kohl's order type, vendor business model and how shipments are packed | **Checks inspection booking accuracy** | **Completes inspection booking scheduling** |
| Creates Inspection Booking | Confirms and assigns booking to Inspection Executor | Assigns booking to Inspector |
| **Creates Measurement Chart** Only for **critical** and **primary** points of measurement | | Booking is released to Inspector's mobile device to conduct the inspection |

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Questions | email quality.assurance@kohls.com

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# Purchase Orders & Inspection Bookings | Soft Home - 3rd Party Inspection

## Step 1: Purchase Orders

**Kohl's POs should automatically transmit into Inspectorio**

**If PO(s) are missing or supplier PO(s) or shipment packing does not correlate to Kohl's PO(s), PO(s) must be created manually or uploaded following Inspectorio's Import Purchase Order process**

**Corrections need to be made to Kohl's PO(s) before submitting inspection booking to Kohl's**

| PO | Kohl's or Supplier's PO |
|---|---|
| Item ID | Kohl's SKU or UPC **Must be a unique ID per style, color and size** |
| Product Line | Home |
| Product Category | Kohl's onePLM Product Type Selection list provided |
| Brand, Size, Color | May be missing, please check all are assigned and accurate |
| Ordered Qty | May be incorrect, please check accuracy |

## Step 2: Inspection Bookings

**Create bookings only for PO(s) that require inspection**

**Same style PO(s) with same ship / X-Factory date should be combined in 1 First Final Random Inspection booking**

**Confirm all booking information is complete and correct before submitting to Kohl's**

**Booking includes a Documentation Review to provide documentation needed for the inspection**

| Inspection Type | Soft Home First Final Random Inspection |
|---|---|
| Inspection Booking Form | 3P Soft Home with POM 3P Soft Home without POM |
| Measurement Chart - POM Code | Kohl's POM Code |
| Measurement Chart - Caption | Kohl's POM Description |

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# Inspectorio | Kohl's PO Types and Inspection Bookings

| Shipping Model | Importer of Record (IOR) | PO Types & Shipping Terms | Kohl's PO: X-Factory Date | Inspectorio: Ship Begin Date | Transmits to Inspectorio |
|---|---|---|---|---|---|
| **Domestic** | **Vendor** | **ST, EC, RE, IN, VN, FB, VE**<br><br>Vendors ship from a US warehouse location to Kohl's DCs, EFCs, or LFCs. | **No** | Blank | **Yes**<br>● If ≧1 Kohl's POs **don't** correlate to the shipment / packing list to be inspected,<br>  ○ **Create the PO(s)**<br><br>● If ≧1 Kohl's POs **do** correlate to the shipment / packing list to be inspected<br>  ○ **Select all <u>same</u> style POs with <u>same</u> Ship Begin Date** and **create a combined PO booking** |
| **Landed** | | **LD, LE**<br><br>Kohl's picks up vendor freight from a US port location | | | |
| **Import** | **Kohl's** | **IM, IE, IF**<br><br>Kohl's arranges transportation at an international point of origin | **Yes** | Start X-Factory Date | **Yes**<br>● **Select all** same style POs with same **Ship Begin Date** and **create a combined PO booking** |

## PO(s) can be edited when an inspection booking is created

**If POs are missing**, email it-pdteam@kohls.com, srilatha.bakayat@kohls.com, carol.matejov@kohls.com, quality.assurance@kohls.com
- Include a list of all missing POs
- You will receive a response within 24 hours

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# Measurement Charts | Soft Home - 3rd Party Inspection

**Primary POMs (Points of Measure) will need to be uploaded by the Vendor**

- Vendor fills out standard Excel or .csv template from Inspectorio

- Uploads to Inspectorio for inspection booking

- Click on the **Save POM** button if you want to reuse the same chart for future inspections

## Transfer Measurement Charts

This schema allows you to pre-fill points of measurement for your end-users which form a measurement chart for a specific style. At the time of booking your end-users will only have to verify them instead of creating them or uploading them, which avoids human-mistake and accelerates that process.

| Attribute | Properties | Description | Example |
|---|---|---|---|
| Style_ID | Required, Unique | Identifier of the style to which this point of measurement belongs to. | style_1 |
| POM_Code | Required | Identifier of the point of measurement. | pom1 |
| Caption | Required | Displayed name of the point of measurement. | Multiple form |
| Tolerance_Lower | Required | A tolerance lower for each dimension that designates the acceptable margin of error, compared to the value set in the column below "Standard_Value". | 0.25 |
| Tolerance_Upper | Required | A tolerance upper for each dimension that designates the acceptable margin of error, compared to the value set in the column below "Standard_Value". | 3/4 |
| Unit | Required | Unit of measurement. Possible values: INCH, CM, or MM. | INCH |
| Standard_Value | Required | The value of the expected measurement, without taking into account the tolerance. | 4 |
| Size | Required | Size code of the style as it appears on the purchase order. | L |

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## Inspection Results & CAPA | 3rd Party Inspection

**Start**

**3rd Party Inspector**

Inspector conducts the inspection using the application on a mobile device

Inspector follows the assigned Kohl's inspection workflow

Results and report are generated on submit and should be available immediately to Supplier, Factory, 3rd Party and Kohl's

**Supplier / Factory**

If **Accept / Pass** - shipment is approved to ship

If **Reject / Fail** - CAPA is automatically generated, shipment is not approved to ship

CAPA is to be completed **within 24 hours**, in English

**Quality Assurance**

Reviews CAPA and assigns Action

**Re-Inspect** - booking is generated to be used for Re-Inspection

**Accept** - inspection is accepted / overridden

**Reject** - CAPA must revised and resubmitted for review

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