



**IMPACTIVA**

REDEFINING QUALITY

# Leather Quality Assurance Success Story

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# The Need



One of the leading footwear sourcing companies in the Far East contacted Impactiva as they were having frequent disputes between factories and tanneries due to considerable color differences between shoe confirmation samples and leather master color swatches.

The factories were rejecting the leather and the tanneries were denying responsibility for the color difference. As a consequence, both tannery and factory ended up taking the problem to the brand. Meanwhile, until a decision was being made, the lots of questioned leather were sitting on the factory floor and production put on hold.

Impactiva's Leather Quality Assurance program introduces a control system that unified criteria and straightened up the color checking procedures.

# Solution



- Introduced a control system to ensure that confirmation shoes were made from the correct leather and matched with the correct master color swatch
- Introduced a second-level control to compare and confirm the color uniformity between these two standards at the initial stage before the tannery's bulk leather production
- Tightened the Salesmen Sample inspection process at the tanneries
- Reviewed the inspected leather samples at the factories and selected the right material for Shoe Confirmation samples
- Examined the Shoe Confirmation samples before leaving the factories to be approved
- Deployed 20 technicians in 11 tanneries and factories in 9 different countries

# Benefit



- Avoided related delays, as Impactiva was able to find the root cause problem, and tackle where the bottlenecks were happening
- Significantly reduced disputes between tanneries and factories, as Impactiva aligned both parties' leather standards
- Prevented production stoppage, resulting in increased productivity
- Significant Quality improvement (both leather and end product) as additional reworks were avoided, notably reducing waste
- Saved the client considerable time as they did not waste time solving disputes between tanneries and factories, reducing the tanneries' lead times

**KPIs**

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**% of SKUs / Year Affected by  
Color Controversies**

**Before**

**20%**

**After**

**2%**

# KPIs



## Millions of Sq. Ft. / Year Reworked Due to Color Controversies

**Before**

**5.70**

**After**

**0.54**

**KPIs**

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**Total Rework Cost / Year  
(Million USD)**

**Before**

**\$1.71**

**After**

**\$0.162**

# Savings



Total Savings  
(USD)

**\$5.5 Million**





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