



Apparel Quality Assurance Success Story China



The cost of poor quality
in high-season

The Need



A medium-size apparel trading company based in Hong Kong was struggling with controlling quality throughout their factories during peak season.

The deficient factory coverage provided by their expensive internal QC team, was creating unmanageable quality issues for their brands and retailers. The company needed to quickly and efficiently remedy the quality issue in order to restore relations with their customers.

Impactiva was hired to deploy its Apparel QA service across China to ensure the quality of bulk production.

Solution



- Apparel QA specialized Technicians deployed throughout factory network
- After a ramp up period, Impactiva began influencing the product development stage by using feedback on quality to support internal merchandisers
- Effective order status monitoring implemented for each factory let the Client's team obtain complete visibility on their exact order status
- Fit Trial Test implemented at the factories where the fitting of each style analyzed / tried on the mannequins to take corrective action on the fit related issues
- Line balancing system introduced and monitored to ensure smooth production flow without production bottleneck and quality issues

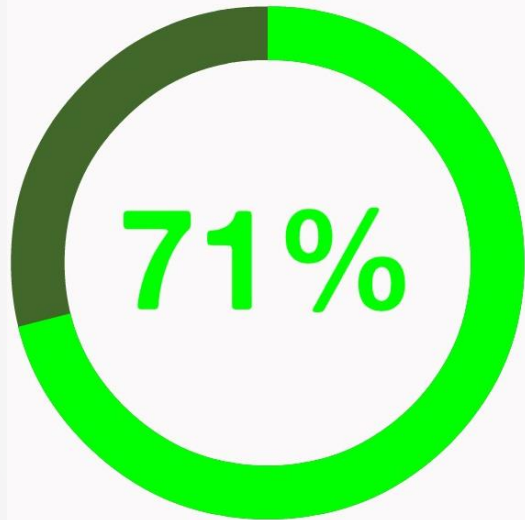
Benefit



- Improved Production Chain Management: Client got such good visibility / control with their Trading Companies that their main factories placed the Clients orders only with sourced / approved main factories and poor quality subcontracted factories were eliminated
- Client got better control and upper hand with their factories on quality issues due to honest and transparent QA process reports are being shared
- Effective Communications flow from Client, down the line to sewing floor Supervisor operator / artisans at factory
- On time delivery due to effective order monitoring
- Fitting related claim percentage reduced
- Line balancing to reduce the bottleneck of production process

KPIs

Percentage Pieces of Poor Quality



Improvement



Freight Expenses Due to Poor Quality



Improvement

Savings





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