



# Soft Quality Manual

May 2021

Revision 14

**IMPORTANT: CONFIDENTIALITY AND NON- DISCLOSURE NOTICE**

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The information contained therein should not be disclosed to any third party without the express written consent of the MRP Home Quality Assurance Manager.

MRP Home reserves the right to update this manual at any given time. Suppliers to MRP Home will be notified accordingly

**UPDATES EFFECTIVE IMMEDIATELY**

<b>AMMENDMENTS</b>		
<b>SECTION</b>	<b>DETAILS</b>	<b>STATUS</b>
<b>1</b>	<b>General QA requirements for textiles/ soft goods: page 14 and 16.</b>	<b>Updated</b>
	<b>MRP Home basket of test for softs: page18 and 20</b>	<b>Updated</b>
<b>6</b>	<b>Sustainability process and requirements: page 35 and 36</b>	<b>Updated</b>
<b>8</b>	<b>MRP Home Technical pack: page 40</b>	<b>Updated</b>

**MANUAL SCOPE:**

The purpose of this manual is to provide all new and current suppliers proper understanding of the minimum requirements of MRP Home Quality Assurance department.

In this manual a detailed brief will be given to all quality requirements from initial design, concept right through to post delivery.

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1.	<b>GENERAL QA REQUIREMENTS FOR TEXTILES / SOFT GOODS</b>	<b>UPDATED</b>
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**It is the supplier responsibility to ensure all products meet the MRP Home Quality standards and adhere to the buyer’s specifications.**

**The supplier is responsible for compliance and must ensure their lead times and delivery dates are met.**

**1.1 General QA requirements for soft goods**

- All fabric, prints, trims and secondary components must meet the MRP home quality standards and buyer specifications and documented on the electronic workbooks.
- The supplier must submit a valid lab report for each order and ensure that the correct baskets of tests (see page 13-18) are carried out before orders are sealed at pre-production stage.
- Where there are more than one colourway per style for the same base cloth, a sample length of each colourway must be tested for colourfastness, but one performance test report for the base cloth may be submitted.
- All item numbers, descriptions and a picture of the product must be added to the test reports.
- Replenished goods/ core products must include a batch number and each batch must have a test report especially for colourfastness.
- All softs must comply with South African label legislation and must have the fibre composition, care symbols, care instruction and country of origin on the care label or swing tag (Please refer to the Quality Care Manual for care labelling requirements and care guidelines).
- Approval of the proposed care instructions is dependent on the bulk fabric test results and product end-use.

## **1.2 Soft product requirements**

### **1.2.1 Fabric fault classification**

The following fabric faults will not be accepted

- Broken weft
- Broken warp
- Continuous slubs
- Overall Knots and foreign fiber contamination
- Shading
- Oil and dirt stains/ marks
- Fading on prints and smudging
- Fabric holes
- Laddering
- Fraying

### **1.2.2 Colour variation**

Colour variation is not acceptable.

MRP Home Quality Assurance department will make a decision when there is shade variation from roll to roll, within the same batch.

**Please note:** Production batches and dye lots should not be mixed as this could result in a cancellation when colour variation occur.

Mr Price Home tolerance: From roll to roll and batch to batch a rating of 4 will be accepted on the grey scale.

Shading within a roll is not accepted. These rolls should be removed from production.

### **1.2.3 Bowing / Skewing**

The bowing and skewness of fabric

Curtain lining: Curtain lining that results as a defective component must be replaced

Mr Price Home tolerance: 2.5 % max (expressed as a percentage of the finished fabric width)

#### **1.2.4 Delicate Yarns/ Fabric Constructions**

Care should be taken to minimize any snagging of delicate fabric qualities and novelty yarns in production and during delivery.

#### **1.2.5 Interlinings**

Interlinings must be correctly fused and not show signs of delamination, strike-through or strike-back.

#### **1.2.6 Laminated fabric**

Laminated fabric must not show signs of bubbling or delamination. All laminated fabric qualities must be tested for bond strength.

#### **1.2.7 Quilting**

No needle damage is permitted. Quilting stitch density should be **4 stitches per cm**. The max gap or overlap of the stitch pattern to be no more than 2mm. Outer fabric/ casings must be fit for purpose to prevent fibre migration during wash and use

#### **1.2.8 Wadding and fillers**

There must be no breakdown or loss of uniformity of the wadding. Outer fabric/ casings must be fit for purpose to prevent fibre migration during wash and use.

#### **1.2.9 Binding and Piping**

Binding must be neatly finished and not be roped or twisted

The finished width must be consistent

All binding and piping must be colourfast.

Binding joints must be neat and securely finished.

#### **1.2.10 Embroidery**

Mechanical embroidery must have a reinforcement non-woven backing and be neatly trimmed and secured.

Backing fabrication must only be placed on the embroidery not on the fabric, and excess backing fabric must be cleaned and removed.

Hand embroidery ends/ threads up to 15mm long must be knotted and secured on the back

#### **1.2.11 Eyelets, rivets, studs, buttons, hooks, zips and decorative trims**

- All metal trims must be non-ferrous and plated with a rust-proof coating and submitted with a test report.
- All trims must be securely attached and properly supported.
- Products with trims and motifs must include the below warning instruction on a warning label, sticker or added on the care label

**Small parts may be a choking hazard** (artwork can be found in the MRP Care Manual)

- Eyelets should be avoided on fabric qualities with elastane.
- Manual attachment is not acceptable.
- Studs must be attached to the bottom of the duvet cover.
- Studs must be opposite each other. Female on the front and male on the back.
- Studs must be nickel free and must be submitted with a valid test report.
- There must be no bowing after studs are connected.
- Placement of studs must conform to specific product specification.
- Zipper must function freely, zips must open and close with ease. Zip qualities must be submitted at the beginning of each season for approval by QA prior to bulk production and must meet Mr Price Home's performance requirements.
- **Bean bag zips-** Every bean bag and bean bag cover shall have a child-resistant slide-fastener fitted to every opening through which bean bag filling can be inserted or removed. If a bean bag or bean bag cover has more than one slide-fastener/ zip, each such slide-fastener/ zip shall be child-resistant. A bean bag or

bean bag cover shall not be supplied with any tag, handle or other object which could facilitate the movement of the child-resistant slide-fastener/ zip sliding piece.

- Metal trims must be nickel and lead free

### **1.2.12 Prints**

The following will not be accepted on printed designs

- Breaks in a printed pattern
- Poor print registration
- Dye spots, streaks and poor dye penetration
- Shading or shade bars
- Poor matching on sets (e.g. printed pillowcases in sets)
- Fading on prints and smudging
- The durability and appearance of the print, coating and trims/ embellishments will be checked and assessed after it has been subjected to three machine washes.
- A control sample must be submitted with the test sample and the appearance after wash must be requested and noted on the test report as observations.
- Cross staining is not acceptable on prints and embellished designs.
- Pillow cases in sets must match for construction and design.

### **1.2.13 Hems and seams**

The minimum stitch requirements is **4 stitches per cm**

Hems and seams must be even, smooth and flat. No pulling, distortion, ripples, rolling or raw edges will be accepted. Hemlines must be level. Overlocked or merrowed edges should be smooth and neatly finished. No loose or hanging threads will be accepted. Top stitched hems must be evenly stitched.

Seams/ Hems must:

- Be properly cleaned.



- Stitching for blind stitch hems should not be visible on the right side of the fabric.
- Corners on folds must be turned in.
- Corners on pillowcases and duvets must be pushed out before steaming.

Hems/ Seams must not show the following defects:

Puckering, twisting, pleating, needle damage, seam slippage, broken thread, feed marking, fraying, irregular stitch size, missed stitches and uncleaned seams.

**1.2.14 Linings**

Lining fabrications must be compatible with the outer fabrication care to prevent differential shrinkage. Linings should not drop out after wash.

There must be no puckering on lining.

**1.2.15 Elastic**

Stretch performance must be good and the elastic not impaired in any way.

The elastic must be well secured at the edges.

**1.2.16 Curtain tape and eyelet requirements**

A 3 string, multi pleat, pre-shrunk tape must be used on taped curtains with the exception on café curtains where a two-string tape is approved.

The 3-string tape must have no less than 16 pocket cords

Draw cord minimum specs: 80/6

Tape shrinkage: 3% max

Tape placement must be 2cm from the top of the curtain.

Tape must be folded in at each end (2.5cm)

Draw strings must be exposed and knotted at both ends.

Tape, wax finish and colour and must be approved by the buyer.

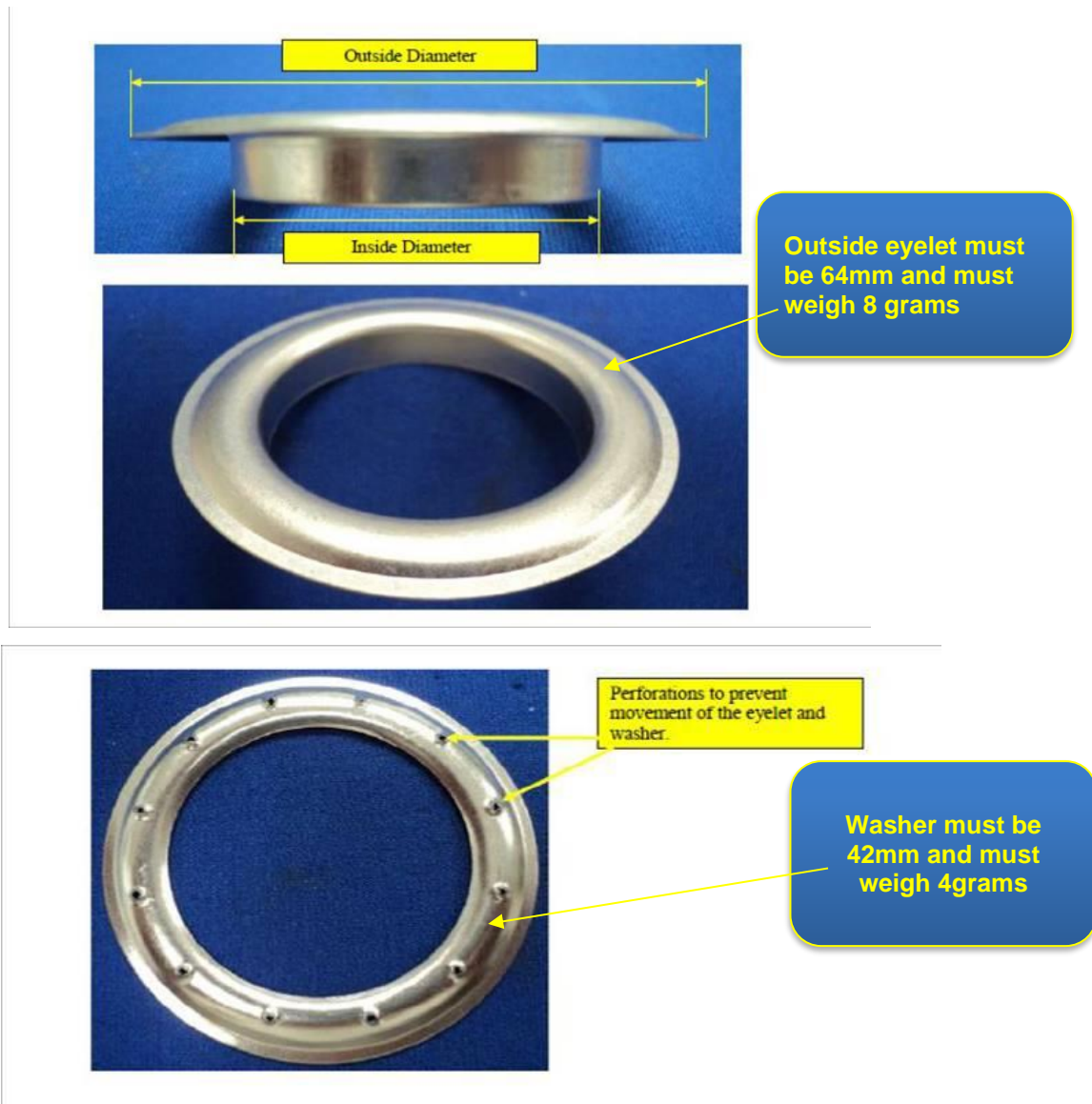
Tape size must be 75mm, and 3 string tape must be knotted at both ends.

Buckram tape must be used for eyelet voile/ sheer curtains.

Buckram tape should not strike through or show on the face/ front of the curtain (3 folds over the tape are recommended for better coverage).

Eyelets must be of stainless steel content and secure

Eyelets must have perforation at the back and must weight 12grams.



Eyelets measurements must be outer diameter 63mm and inner diameter 40mm.

(Aluminum eyelets will not be accepted as it bends easily)

Steel content eyelets must be coated with a 48 hour rust proof finish accompanied with a test report for the rust proof coating/ finish.

#### **1.2.17 Thread / Colour match**

All sewing thread must match and be approved by the QA tech and the buyer or otherwise stated by the buyer. A swatch card with matching threads sewn on hanger cards must be approved by the QA dept. for core lines.

#### **1.2.18 Azo dyes**

Suppliers must ensure that Azo dyes are not used in any product delivered to Mr Price Home. Please ensure that dyers and finishers are aware that these are banned substances and are not to be used in any process.

The total maximum level of hazardous aromatic amines in articles in direct and prolonged contact with the skin should be no more than **30 mg/kg (which is 30 parts per million)**.

Hazardous aromatic amines should not exceed this limit.

#### **1.2.19 Formaldehyde levels**

Suppliers are to ensure formaldehyde levels are kept below regulatory requirements and should not exceed these limits. High levels of formaldehyde can cause allergic reactions and irritations/ inflammation of the skin and to the respiratory tract.

##### **Infant softs/ textiles**

Limit = 30 ppm (parts per million)

##### **Softs/ textiles in contact with skin**

Limit = 100 ppm

##### **Other softs/ textiles not in contact with skin**

Limit = 300 ppm

### **1.2.20 Corded Internal window covering ( blinds and curtains)**

**Must comply with the Competition and Consumer (Corded Internal Window Coverings) Safety Standard 2014. Please find warning label requirements in the MRP Home Care manual guideline.**

**Blind parts/ components must be listed on the instruction leaflet for customers**

**We also require test reports on the performance and safety of blinds.**

**Test method BS EN 13120:2009+A1: 2014 This should be updated annually**

### **1.2.21 Plumage/ Feather and Down products**

Plumage products must be verified and be regulated by the International Down and Feather Bureau (IDFB).

Vet certificate must be submitted for every shipment.

**MRP Home will accept valid certificates from the below Feather and Down Fill Industry Associations:**

- ADFC - American Down and Feather Council
- CFDIA - China Feather and Down Industrial Association
- EDFA - European Down and Feather Association
- IDFB - International Down and Feather Bureau
- The French Feather & Down Association

Feather and down products must be ethically sourced and be a secondary/ by-product of the meat industry.

- MRP Home requires the Non- Live –plucked guarantee. This certificate must be valid for the period/ season in which the products trade within stores.
- A Traceability Audit report could be requested if necessary or when disputes arise.
- MRP Home requires the Responsible Down Standard (RDS 3.0 effective July 2020) Certificate. This certificate is valid for a year.

Plumage products must be treated to prevent pest contamination. The supplier must also submit a copy their veterinary certificate prior to shipment.

Treatment Certificates must include:

- The type of treatment used
- The type of chemical used
- The Concentration of the chemical used
- The duration of treatment expressed in hours
- The minimum ambient temperature during the treatment expressed in Degrees C (Celcius) or Degrees F (Fahrenheit)
- Numerical Link – It is essential that the treatment certificate can be linked to the cargo & AQIS will permit the numerical link in such formats as a bill of loading number, a commercial invoice number, marks & numbers, a packing list number, a preferential tariff certificate number or a container number.

**1.2.22. Colour assessment**

Colour assessment must be done in a light box at a 45-degree angle, fabric swatch minimum 2 fold on the fabric grain.

- Primary light source is D65 (Artificial day light)
- Secondary light source is TL84

**1.2.23 Egyptian cotton products**

Egyptian cotton products must be submitted with an Egyptian cotton traceability certificate. Long Staple length spec must be specified on the QA appraisal reports.

**1.2.24 Duvet inners and pillows**

MRP Home’s compression specification must be adhered to for all scatter cushions, duvet inners, comforters and pillows.

These specifications can be requested from the MRP home QA department. Tog/thermal ratings for all duvet inners must be noted on the QA appraisal report. All suppliers must submit Tog testing reports from accredited laboratory, please see basket of test methods and standards.

### 1.2.25 Fur labelling

- **Real Fur**

MRP home division do not accept products containing real fur.

- **Faux Fur**

MRP Home requires that all products containing faux fur must have a label that states “Faux Fur” and the fiber composition must be declared on the care label.

### 1.2.26 Electric Blanket Requirements

Electric blankets must be submitted with valid approved IEC test report and supplied with a compliance certificate or letter of authority (LOA) from a local regulator.

An LOA from the NRCS is required for all electrical goods sold in South Africa.

IEC testing standard: IEC 60335-2-17:2012

## IEC 60335-2-17:2012

Lab report for the blanket part must be submitted and must be tested at an accredited laboratory, below test must be done for blankets.

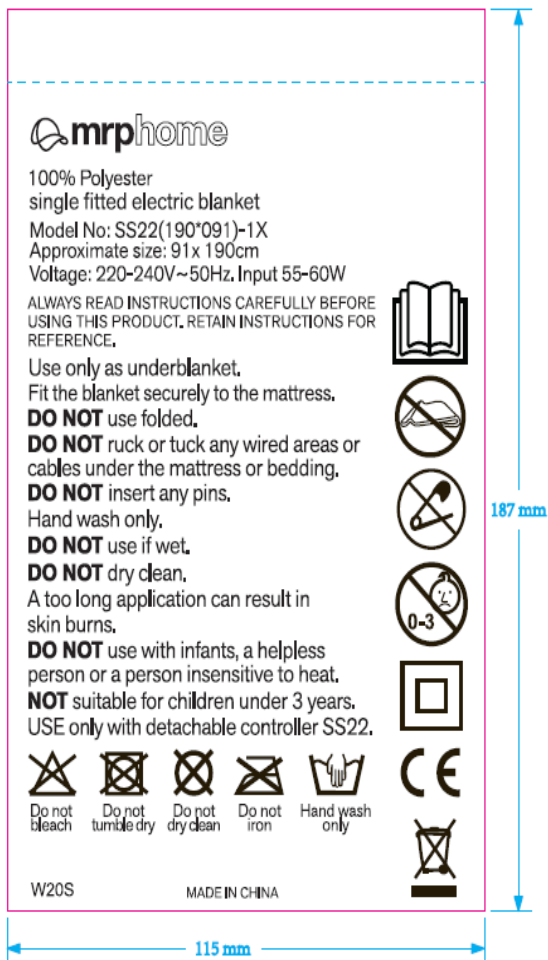
Tests	Test method	Tolerance/ standard
Fiber Analysis (Composition)	ISO 1833	No tolerance
Construction/ Cloth count (threads per unit length)	ISO 7211/ 2	+/- 2%
Yarn Count/ linear density	ASTM D 1059-01 & 2260-03	No tolerance No tolerance
Weight per unit area (gsm) and total weight per unit	ISO 3801	+/-3%
Observation: Pile height in mm		

<b>Dimensional stability to washing</b>	<b>ISO 6330</b>	<b>Woven fabric 0- 3%</b>
	<b>ISO 7359</b>	<b>Woven fabric 0- 5% ( loosely woven constructions only)</b>
		<b>Weft knitted 0- 7%</b>
		<b>Warp knitted 0- 5%</b>
		<b>Towels 0- 8%</b>

A CE logo is compulsory on the wash care of the items.

All electric blanket must come with instructions.

Wash care label template below:



## 1.2.27 Guideline for Supplier for scatters being filled in South Africa

\*\* All scatter cushion covers must be placed in a carton.

\*\*a Yellow sticker stating SCATTERS ONLY (please see below images) must be placed at the front of the carton and must be clearly visible.

\*\*All carton must still have the shipping marks on them

\*\*Scatter cushion orders must not be finalized before shipment. No DC carton labels must be applied to cartons before inspection and shipping - Images must be indicated on Opus Inspection or Qima Inspection Reports. The orders will be finalized in South Africa after it is filled

\*\*Only **Hangsell** cushions must have the DC carton label and be finalized as these will be delivered to stores from the DC ( Final Packaging will be done by supplier)





### **1.2.28 Marketing specifications**

All marketing / packaging specifications must be adhered to prevent damage to the MRP Home brand and to ensure a good presentation in store.

All product designs should be clearly visible once packaged.

Designs must be visible for in-store presentation.

Belly-bands should be centered in the bag.

Suppliers must adhere to the packaging specifications from marketing on plastic bags, insert cards, inner boards etc. to ensure quality and consistency.

The poly-bags must be marked with a safety warning, printed in black and in a font size that is at least 20-points.

The warning label is required to be in English.

**WARNING: TO AVOID DANGER OF SUFFOCATION, KEEP THIS BAG AWAY FROM BABIES AND CHILDREN. THIS BAG IS NOT A TOY**

### **1.2.29 Quality Assurance Tech Pack**

- **Electronic workbook**
- **Trim test report**
- **Fabric test report**
- **Bulk Fabric guarantee letter**
- **Fabric hanger with specifications attached**
- **Traceability/ compliance certificates (Feather and Down, Body material, Egyptian cotton, special treatments and finishes**

### 2.1 Mr Price Home basket of tests for softs

All test reports have a validity period of 6 months

#### Home softs basket of tests (finished fabric/ product) e.g sheeting, scatters, bedding etc

Tests	Test method	Tolerance/ standard
Fiber Analysis (Composition)-	ISO 1833	No tolerance
Woven-Construction/ Cloth count (Ends and Picks per inch)	ISO 7211/ 2	No tolerance
Knit -Construction/ Cloth count (Courses and Wales per inch)	EN14971:2006(E)	No tolerance
Yarn Count/ linear density	ASTM D 1059-01 & 2260-03	No tolerance No tolerance
Weight per unit area (gsm)	ISO 3801	+/-3%
Yarn Observations/ assessments: Combed or carded. Ring spun or Open-end		

Tests	Test method	Tolerance/ standard
Dimensional stability to washing	ISO 6330 ISO 7359	Woven fabric 0- 3% Woven fabric 0- 5% ( loosely woven constructions only) Weft knitted 0- 7% Warp knitted 0- 5% Towels 0- 8%
Seam slippage	ISO 13936-2	Method 1: Fabric weight $\leq$ 180gsm <b>(Seam opening should not exceed 3mm for a force of 60N (kg) applied)</b>

		Method 2: Fabric weight $\geq$ 180gsm <b>(Seam opening should not exceed 3mm for a force of 120N (kg) applied)</b>
Colourfastness to washing-	ISO 106- C06	<b>Colour change <math>\geq</math> 4</b> <b>Colour staining <math>\geq</math> 3-4</b> (solids/ plain dyes)
Colourfastness to rubbing-	ISO 105 X12	<b>Dry <math>\geq</math> 4</b> <b>Dry <math>\geq</math> 3-4</b> (pigment prints and pigment dyes only) <b>Wet <math>\geq</math> 3-4</b>
Appearance test on products with embroidery, colourblock, metallic and prints.	ISO 6330:2012	Appearance observations to be noted on the test reports as comments
Nickel free testing for studs on kids duvets	EN1811:2011	

**Additional Performance tests on request:**

Pilling (winter sheeting only)	ISO 12945-1	<b>Brushed fabric -2000 revs</b> 3-4 rating as per pilling photo standards <b>Unbrushed fabric)-5000 revs</b> 4 rating as per pilling photo standards
Martindale Abrasion (sheeting only)	ISO 12947-1	Fabric weight $\leq$ 180 (gm2) <b>(15 000 revs -no breaks to occur)</b> Fabric weight $\geq$ 180 (gm2)

		(20 000 revs no breaks to occur)
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#### **Basket of tests for rugs/ mats**

<b>Tests</b>	<b>Test method</b>	<b>Tolerance/ standard</b>
Composition	ISO 1833	No tolerance
Construction/ Cloth count (threads per unit length)	ISO 7211/ 2	+/- 2%
Weight per unit area (gsm) or per square meter-Total weight only	ISO 3801	+/-3%
<u>Washable rugs/ mats</u> Dyed/ printed base: <b>Colourfastness to washing</b>	ISO 106- C06	<b>Colour change ≥ 4</b> Colour staining ≥ 3-4 ( <b>solids/ plain dyes</b> )
<u>Dyed/ printed base for washable and non-washable products :</u> <b>Colourfastness to rubbing</b>	ISO 105 X12	<b>Dry ≥ 4</b> <b>Dry ≥ 3-4</b> (pigment prints and pigment dyes only) Wet ≥ 3-4
<u>Washable rugs/ mats:</u> Dimensional stability to washing (Shrinkage)	ISO 6330 ISO 7359	Woven fabric 0- 5%
Appearance test	ISO 6330:2012	Observations to be noted after washing

#### **Basket of tests for filled products/ wadding (Inners and pillows etc.)**

<b>Tests</b>	<b>Test method</b>	<b>Tolerance/ standard</b>
Composition	ISO 1833	No tolerance
Yarn Count / linear density	ASTM D 1059-01 & 2260-03	No tolerance No tolerance
Staple length	ASTMD 5103	No tolerance
Tog/ Thermal ratings	British Standard BS 8510: 2009	No tolerance

#### **Basket of tests for towels**

<b>Tests</b>	<b>Test method</b>	<b>Tolerance/ standard</b>
Composition	ISO 1833	No tolerance
Base Construction/ Cloth count	ISO 7211/ 2	+/- 2%

(threads per unit length) Pile: density per square inch		
Yarn Count Pile yarns and Base cloth	ASTM D 1059-01 & 2260-03	No tolerance No tolerance
Weight per unit area (gsm)	ISO 3801	+/-3%
Absorbency	AATCC/ASTM Test Method TS-018 ATCC Method 79	≤ 10 seconds
Dimensional stability to washing (Shrinkage)	ISO 6330	Shrinkage tolerance 0- 8%
Egyptian cotton towels only: <b>Staple length</b>	ASTMD 5103	
Appearance test (velour towels)	ISO 6330:2012	Observations to be noted after washing

### 2.1.1 Basket of tests for blankets

Tests	Test method	Tolerance/ standard
Fiber Analysis (Composition)	ISO 1833	No tolerance
Construction/ Cloth count (threads per unit length)	ISO 7211/ 2	+/- 2%
Yarn Count/ linear density	ASTM D 1059-01 & 2260-03	No tolerance No tolerance
Weight per unit area (gsm) and total weight per unit	ISO 3801	+/-3%
Observation: Pile height in mm		

### Home softs -Chemical basket of tests (finished fabric/ product)

Formaldehyde	ISO 14184-1	<b>Infant softs/ textiles</b> Limit = 30 ppm (parts per million) <b>Softs/ textiles in contact with skin</b> Limit = 100 ppm <b>Other softs/ textiles not in contact with skin</b> Limit = 300 ppm
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Azo dyes (aromatic amines)	EN 14362-1:2003: (cellulose and protein fibers)  EN 14362-2:2003: (synthetic fibers)	maximum level of aromatic amines: <b>30 mg/kg</b>
Print/ Trim Durability (for printed / coated/ embellished fabric only)	BS EN ISO 6330 (3 washes)	<b>Colour change <math>\geq 4</math> for colour change</b>  Observations: No significant/ noticeable/obvious change must be observed on the print, trim or coating.
Colorfastness to light- (curtains only)	ISO 105- B02	<b>Blue wool standard <math>\geq 4-5</math> (curtains)</b>
Tensile strength (bedding & sheeting)	ISO 13934-1	No fabric breakdown @ $\leq 220N$

3	MR PRICE HOME APPROVED LABORATORIES	UPDATED
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### **3. Mr Price Home approved accredited laboratories**

#### **3.1 SGS international laboratories**

**www.sgs.com (hards and softs goods testing)**

#### **3.2 Asia Inspection laboratories**

**www.asiainspection.com (hards and softs goods testing)**

**Asia Inspection- (South Africa-KZN) (softs goods testing only)**

**Contact details:** Nivash

Cell number: 072 574 8792

Email: [nivash.pillay@asiainspection.com](mailto:nivash.pillay@asiainspection.com)

#### **3.3. Fabric Testing Solution laboratory- (South Africa-KZN) (softs goods testing only)**

Contact details: William Mc Mullan (Technical manager)

[william@ubtex.co.za](mailto:william@ubtex.co.za)

Address: 288 Jan Smuts Highway

Mayville 4091

Durban, Natal

South Africa

T +27 31 203 0440

F +27 31 208 4174

C +27 82 333 8988

[www.fabrictestingsolutions.co.za](http://www.fabrictestingsolutions.co.za)

#### **3.5 Intertek laboratories- International**

[www.intertek.com](http://www.intertek.com) (hards and softs goods testing)

Laboratory	Address	Contact person	Telephone	email	Remark
Intertek Hangzhou	3F, Building 6, # 1180, Bin'an Road, Hangzhou, China.	Evan Liu	+86 (571) 8768-8023	<a href="mailto:Evan.liu@intertek.com">Evan.liu@intertek.com</a>	Account Manager
		Lancel Shu	+86 (571) 8768-8083	<a href="mailto:Lancel.shu@intertek.com">Lancel.shu@intertek.com</a>	Coordinator
Intertek Ningbo	5F, Building 6, # 1177, Lingyun Road, Yinzhou District, Ningbo China	Linda Lv	+86 (574) 8818 3654	<a href="mailto:Linda.lv@intertek.com">Linda.lv@intertek.com</a>	Coordinator
Intertek Tianjin	3F, Block B, No.7, Guiyuan Road, High-tech Zone, Tianjin, China, 300384	Lucy Liu Cherry Cao	+86 (20) 83715195 +86 (20) 8371 5425	<a href="mailto:Lucy.liu@intertek.com">Lucy.liu@intertek.com</a> ; <a href="mailto:cherry.cao@intertek.com">cherry.cao@intertek.com</a>	Coordinator
Intertek Qingdao	Building 11, No.177, Zhuzhou Road, Laoshan District, Qingdao, China, 266100	Crystal Zhou	+86 (532) 8099 3792	<a href="mailto:Crystal.zhou@intertek.com">Crystal.zhou@intertek.com</a>	Coordinator
Intertek Guangzhou	3F, Hengyun Building, No.235Kaifa Avenue, Huangpu District, GuangZhou, China	Yuanxia Huang	+86 (20) 2820-9254	<a href="mailto:Yuanxia.huang@intertek.com">Yuanxia.huang@intertek.com</a>	Coordinator



**The Quality Assurance guidelines below have been developed to ensure that a standard approach to the seal system is adopted.**

(NOTE: The below procedures are based on only fashion merchandise. All core merchandise will be sealed annually with the necessary reports.)

Fashion seals to be updated every 6 months and Core once a year.

#### **4.1.1 Appraisal guidelines**

- Timely submissions are requested to prevent delays. Appraisal samples should be submitted within 30 days after orders have been placed.
- The supplier must adhere to the specifications agreed with the buyer at order placement stage. These specifications must be recorded on the QA appraisal report/ electronic workbook.
- Samples must be well constructed and submitted in the correct sample size to prevent delays with resubmissions.
- Delivery and shipment dates must be specified on the QA appraisal reports.
- For locally produced goods: **Specify delivery date**
- For imported goods: **Specify shipment and delivery date**
- The electronic workbooks must be comprehensive and include all technical reports/ certificates and submitted with each sample.

#### **4.1.2 The MRP Home QA division requires 2 sets of samples.**

##### **Appraisal sample.**

The first sample is the appraisal sample. One sample is required for each style. If approved this sample becomes the benchmark for bulk production. This sample must be accompanied by an electronic workbook when it is submitted to the Quality Assurance department.

The QA technologist will take ownership of this sample during the appraisal process. The specifications will be checked and compared against the appraisal sample and approved by the Quality technologist.

It is the supplier's responsibility to ensure all order information, critical product specifications, testing and compliance information and packaging requirements are completed on the electronic workbook. The test report must be accompanied by a guarantee letter.

The colour and design will be documented and approved by the buyer.

Quality, functionality and performance will be approved by the QA technologist.

Please note that all stock buy items require a lab report or mill report.

### **The Pre-production sample**

The Pre-Production sample is an exact representation of the bulk. Two samples must be submitted for sealing. One sample is for the buyer/ QA and the second sample is sent back to the supplier with the electronic workbook once sealed.

**The samples are required at least 30 days prior to shipment** for all products that are shipping from a country other than South Africa.

The samples will be sealed with a red seal tag.

The seal number will be recorded on the electronic workbook.

For the PP sample to be approved a max number of fault comments are allowed: 2 minor faults and no major faults or else referred to management for approval.

Once the pre-production sample is approved or rejected, the quality technologist will forward the electronic workbook to the supplier.

Please note that all stock buy items require a lab report or mill report.

### **The Pre-production sample (DI orders only)**

One sample must be submitted for sealing (scatter cushions are the exception; 2 samples are still required for sealing due to the filling process).

The electronic workbook must be made available to Qima to carry out the bulk inspection which will be based on the International AQL Levels (see section 7).

Suppliers are requested to book Qima themselves once the PP sample is sealed. The bulk is inspected by Qima before orders are ready to be delivered to port. Packaging requirements are also inspected at this point.

Qima submits the bulk inspection report to the MRP Home Quality department for final approval. Only once approval has been given by the MRP Home Quality department may orders be shipped.

AI will release the shipping certificate once the inspection report is approved.

#### **4.2.1. Customs and Tariffing**

All import and export commercial transactions require commodities on Customs declarations to be classified according to an appropriate tariff heading.

The Quality Technologist will apply a tariff code during the seal process based on the composition and functionality recorded on the electronic workbook.

Tariff classification code is directly linked to the rate of duty payable on that commodity.

Classification operates as part of the internal Harmonised Commodity and Coding System, under the WCO, Harmonised System Convention.

Tariff classification of goods is one of the more complex issues under the Customs and Excise Act. Tariff classification relates to the proper classification of goods within the Harmonised Commodity Description and Coding System (tariff book). The tariff book indicates the normal customs duties (Schedule No 1, Part 1), excise duties (Schedule No 1, Part 2A), ad valorem duties (Schedule No 1, Part 2B), anti-dumping duties (Schedule No 2, Part 1) and countervailing duties (Schedule No 2, Part 2) that would be payable on importing goods into South Africa. Tariff classification of goods also determines the necessity for import control permits, the rules of origin obligations, and the applicability of any customs rebate provisions.

The World Customs Organisation (WCO) issued the general rules of interpretation that are used as a guide in the correct classification of goods. It is crucial for an importer to have sufficient knowledge of these rules to ensure the correct classification of imported goods. It is important to ensure that an importer has a proper description of goods before the goods are imported into South Africa as the tariff code identified has to be inserted on the customs declaration. The customs duties and VAT payable will be calculated based on the rate of duty dictated by the specific tariff code. Failure to correctly classify goods within the tariff book could result in either under or over payment of Customs Duties and Value-Added Tax (VAT) on importation

**5.1 MRP Home AQL (Acceptable Quality Level) Process**

Suppliers must book the Quality Auditor or third-party inspector 72 hours prior to the inspection date.

Bulk inspection can be requested when at least 80% of the order is in finished goods form and packed.

Using the ISO 2859 table (also known as AQL/ Acceptable quality level table) the sample size will be determined using the Table A below.

General inspection level 1 is used by the quality auditor in determining the sample size.

General Inspection level 2 is used for internal factory inspections to manage risk.

Factory internal inspection reports on core or fashion orders must be submitted with their last AI bulk inspection report.

**Table A**

Lot size	SAMPLE SIZE CODE LETTERS						
	General Inspection levels			Special Inspection levels			
	I	II	III	S1	S2	S3	S4
2 to 8	A	A	B	A	A	A	A
9 to 15	A	B	C	A	A	A	A
16 to 25	B	B	D	A	A	B	B
26 to 50	C	D	E	A	B	B	C
51 to 90	C	E	F	B	B	C	C
91 to 150	D	F	G	B	B	C	D
151 to 280	E	G	H	B	C	D	E
281 to 500	F	H	J	B	C	D	E
501 to 1200	G	J	K	C	C	E	F
1201 to 3200	H	K	L	C	D	E	G
3201 to 10000	J	L	M	C	D	F	G
10001 to 35000	K	M	N	C	D	F	H
35001 to 150000	L	N	P	D	E	G	J
150001 to 500000	M	P	Q	D	E	G	J
500000 and over	N	Q	R	D	E	H	K

**Table B**

		SINGLE SAMPLING PLANS FOR NORMAL INSPECTION																					
Sample size code letter	Sample size	Acceptable quality levels (normal inspection)																					
		0,065		0,1		0,15		0,25		0,4		0,65		1,0		1,5		2,5		4		6,5	
		Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re
A	2																						
B	3																						
C	5																						
D	8																						
E	13																						
F	20																						
G	32																						
H	50																						
J	80																						
K	125																						
L	200	0	1	0	1			1	2	2	3	3	4	5	6	7	8	10	11	14	15	15	16
M	315	0	1	1	2	2	3	3	4	5	6	7	8	10	11	14	15	15	16	21	22	22	23
N	500			1	2	2	3	3	4	5	6	7	8	10	11	14	15	15	16	21	22	22	23
P	800	1	2	2	3	3	4	5	6	7	8	10	11	14	15	21	22						
Q	1250	2	3	3	4	5	6	7	8	10	11	14	15	21	22								
R	2000	3	4	5	6	7	8	10	11	14	15	21	22										

↑ Use first sampling plan below arrow. If sample size equals, or exceeds, lot or batch size, do 100% inspection.  
 ↓ Use first sampling plan above arrow.

Ac Acceptance number  
 Re Rejection number

Items are checked that they are packed correctly and that the ratio corresponds with the pre-pack ratio.

Items are checked for appearance and then compared to the sealed sample.

All critical measurements are measured and then compared with the spec sheet.

A tolerance will be allowed

Four items per size are to be measured.

If the particular measurements are not within tolerance more items should be measured. Items are then checked for quality.

When an order fails 100% inspection could be requested and a re-audit must be booked with the QA department or approved third party inspector.

**5.2 Minor and Major faults**

Minor and major faults are recorded. Minor faults are not likely to reduce the usability of the product for its intended purpose. A minor fault is none the less a workmanship defect beyond the defined quality standard.

These include, but are not confined to the table of minor faults.

A major fault is any defect, excluding critical defects that is likely to reduce the usability of the product. Major defects are listed in the table below but not limited to the list.

### 5.3 Defect Classification List

SOFT/TEXTILES	MINOR	MAJOR	CRITICAL
Out of tolerance 1cm (cotton and polyester)		YES	
Out of tolerance 2cm (100% polyester or synthetic fabric)			
Underweight 5% (towels bath mats etc)		YES	
Continuous slubs / Barre		YES	
Prints out of registration /misprint		YES	
Shading (degree)		YES	
Oil stains		YES	
Puckering /pleating on seams	YES	YES	
Twisting /roping on seams		YES	
Broken thread /missed stitch in 2 cm length	YES		
Needle damage /fraying		YES	
Fraying		YES	
Broken thread /irregular stitch size/unravelling stitches	YES		
Seam slippage		YES	
Press studs/buttons not lining up or balancing	YES	YES	
Thread / trims not as matching colour		YES	
Embroidery uncleaned	YES		
Uneven hems /dipping	YES		
Kirsch tape not tied at ends	YES		
Incorrect wash care labels		YES	
Kirsch tape not in correct place/must be tied at ends	YES		
Over pressed/impressions		YES	
Loose threads	YES		
Non-conformance on packaging/label markings		YES	
Needles and staples			YES

**A Q L: 4.0 MINOR  
2.5 MAJOR**

5.3.3 KIDS TOYS	<u>MINOR</u>	<u>MAJOR</u>	<u>CRITICAL</u>
Soft Toys			
Factory to be compliant		yes	
Label stating inner & outer composition		yes	
Label also to have CE indicator		yes	
Under Weight 3% (Soft Toys)		yes	
Non conformity to sample (degree)		yes	
Loose parts (safety risk)			yes
Any safety risk/ needle/ staple			yes

**A Q L:           4.0 MINOR**  
**1.5 MAJOR**

#### **5.4 Recording results**

Once the auditor has completed the audit on the sample as determined above, the auditor will tally the total number of major and minor faults in order to ascertain whether the order can be accepted or whether it will be rejected. The thresh hold to determine whether an order has passed or failed will be determined by:

#### **SOFTS**

AQL 2.5 for major faults and AQL 4.0 for minor faults

#### **KIDS TOYS**

AQL 2.5 for major faults and AQL 4.0 for minor faults

Where the rejection number is the acceptance plus 1.

By example on an order of 6000 units, the sample size will be 80 units. The acceptable number of major faults will be 7 with 8 faults causing the order to be rejected. The acceptable number of minor faults will be 10 with 11 minor faults constituting a rejection

#### **5.5 Re-inspection**

All Suppliers are to note that only one re-inspection will be allowed per order , inspection level 2 will be used is used in determining the sample size. The larger sample size will allow us to draw better conclusion on the order. It is the supplier’s responsibility to ensure that all correctable faults are corrected and non-correctable faults are removed from the order prior to re-inspection.



## **5.6 Quality Audit Process for locally manufactured goods:**

### **Local manufactured Goods in South Africa:**

The supplier shall book the MRP Home Auditor online 72 hours prior to delivery.

- a) MRP Home may appoint a third-party agent or representative to inspect the order, to ensure that the quality of the bulk meets MRP Home's quality requirements. The Supplier shall be liable for any additional costs if the audit is beyond the AQL and a re-inspection is required; or if any order is not available for inspection by the prescribed date set out in clause a.
- b) Insofar as MRP Home elects to exercise its right under clause (b) to inspect the goods, only QA passed goods may be shipped by the supplier.
- c) Packing and packaging requirements are stipulated on each order copy. Ownership rest on each supplier to ensure that the merchandise is securely packed and meets the minimum packaging requirements.
- d) The supplier must ensure that a clean table with sufficient lighting is available. The area must be clean and clear of clutter for audits to be conducted efficiently.
- e) The MRP Home QA auditor will pick boxes at random and mark them based on the quantity on the AQL table. Packaging requirements are also inspected at this point and should comply with the MRP Home minimum packaging requirements
- f) If the audit is successful, the order status is updated immediately on the system and the supplier can now deliver to the Distribution Centre
- g) If the audit is unsuccessful, the auditor will highlight the faults found to the supplier. At this stage a rejection of the audit is entered into the system. The MRP Home QA department will discuss the order with the MRP Home QA department and buyer and advise recommendations.
- h) If any orders rejected/ failed goods are delivered by the supplier without written permission from MRP Home, then without prejudice to any other rights which MRP Home may have in such circumstances, MRP Home shall be entitled to deduct from any other amount payable by it to the supplier the purchase price in respect of such defective Goods.
- i) No delivery is allowed on any rejected order until the auditor has been called to re-inspect and authorize the delivery.
- j) Ownership is on the suppliers to ensure the correct measures are put in place to ensure the problems do not re-occur.
- k) The MRP Home QA department and the Distribution Centre will not accept the consignment if the process has not been properly followed. QA status must show pass.
- l) Quality Assurance remains the responsibility of the supplier and measures should

be put in place to ensure quality at every level. Should any defective merchandise get through to MRP Home stores regardless of the product being audited at factory level, MRP Home holds the right to recall any inferior quality merchandise.

- m) A 10% cost of each item will be charged to the supplier to recover cost of handling. The agreed return transportation fees are applicable, please see terms in section 13 & 14 in the MRP Home Supplier Manual.

Delays to deliveries will not be accepted. Suppliers must work in sufficient time before delivery and ensure all orders are passed outside of the 72 hours period to delivery.

Dear Supplier,

In our efforts towards reducing our impact on the environment, and forging a sustainable future, we would like to take this opportunity to engage with you as our partners.

We are implementing some new processes to ensure that we are able to measure progress and share the journey with our customer.

Please see details below for each point as to implementation and how it will impact you as a supplier.

Implementation will be **1<sup>st</sup> April 2021**

### 1. Product

- If your product is made from a preferred fabric and material, for example BCI, FSC, RPET, recycled glass etc. you will now be required to submit the relevant certification and documentation verifying the claim.
- This will be required at sample appraisal stage and product will not be sealed if all relevant documents are not submitted with the appraisal form.
- QA will check the attribute, documents as well as fabric content to ensure that our claims are valid.
- We have also created a supplier declaration template at the end of the document for you to use.

### 2. Packaging

- We are adding a new step in the audit process whereby you will require to add all relevant packaging information.
- Requirements would be, what type of packaging is used and if there is plastic, what is the weight.
- Please ensure that you have the relevant information available.

Regards,  
Resourcing Team

List of acceptable certificates and manufacturers declaration.

SUSTAINABLE ATTRIBUTE	CERTIFICATE OR DOCUMENTS REQUIRED
<b>BCI - Better Cotton Initiative</b>	<i>Output Declaration form (BCCU) relating to product + Better Cotton supplier platform. Declaration from the Mill stating their BCI ID number as well as adding the order details for the specific season/time frame.</i>
<b>RDS Responsible Down Standard</b>	Scope certificate and Compliance certificate showing the License number as well as the governing body of the relevant certification.
<b>Recycled Cotton</b>	Transaction Certificate for textiles processed according to GRS +Textile Exchange certified suppliers list. Scope certificate and Transaction certificate listing shipment details and include whether it is pre-consumer or post-consumer. Also add relevant order details for the required period.
<b>RPET - Recycled Polyester</b>	Transaction Certificate for textiles processed according to GRS +Textile Exchange certified suppliers list. Scope certificate and Transaction certificate listing shipment details and include whether it is pre-consumer or post-consumer. Also add relevant order details for the required period.
<b>Cruelty Free - Vegan &amp; Not Tested on Animals</b>	BWC questionnaire, Factory ingredient list (cross checked against MSDS reports), letter from each ingredient supplier, for each ingredient listed .
<b>FSC - Forestry Stewardship Council</b>	FSC Chain of Custody certificate + FSC verification of claims tool.
<b>Invasive Species</b>	<i>Manufacturers declaration</i>
<b>Made with Plant Waste</b>	<i>Manufacturers declaration</i>
<b>Recycled Glass</b>	<i>Manufacturers declaration</i>
<b>Recycled Plastic</b>	<i>Manufacturers declaration</i>
<b>Recycled Wood</b>	<i>Manufacturers declaration</i>
<b>Sustainable Palm Oil (RSPO)</b>	Certification number and certificate

Please use below template to use on your company letterhead to provide a declaration as well as the supporting documentation. We would need similar declarations from the relevant factories.

Please ensure to add in the relevant fabric as well as % contribution to the product, as below is just an example.

**Manufacturer’s Declaration: E.g BCI Cotton**

Dear Mr Price Home,

We declare that the below products are produced from sustainably sourced materials.

Sustainable material with %: e.g BCI cotton (54%): .....

Product description: .....

Order numbers: .....

Item numbers: .....

**Product image:**

Regards,

..... Date: .....

Name Surname

Title

## 7. Third-party inspections

Mr Price Group recommends the following companies to assist with all international quality audits. Please submit details for approval of any third-party inspection company that does not appear on this list prior to your bulk inspections.

QIMA			
Country	Service	Price USD	Remarks
China/Bangladesh/India/Vietnam/Cambodia/Lesotho/Swaziland/Mauritius/Madagascar/Morocco/Algeria/Tunisia/Egypt/Thailand/Mexico/Hong Kong	Inspection	\$ 289.00	Inspection and audits rates are all-inclusive of our online platform as well as travel and inspector expense:
South Africa		\$ 235.00	
Poland		\$ 609.00	
PCC			
Country	Service	Price USD	Remarks
Mainland China/Turkey/ Jordan	Inspection	\$275 per man day	Inspection only, excluding flights and accommodation where applicable
Bangladesh		\$215 per man day	
Vietnam/ Cambodia/Sri Lanka/India		\$235 per man day	
V-Trust			
Country	Service	Price USD	Remarks
China/Vietnam/India/Bangladesh/Cambodia	Inspection	\$268 per man day	Same All-Inclusive inspection fee in China/Vietnam/India/Bangladesh/Cambodia.
The Net			
Country	Service	Price USD	Remarks
Italy/France/Belgium/Netherlands & other North Europe	Inspection	\$336 per man day	Inspection only, excluding flights and accommodation where applicable
Countries/UK/Serbia/Slovenia/Croatia/Romania/Albania		\$252 per man day	
Morocco/Poland		\$280 per man day	
Spain/Turkey/Portugal		\$392 per man day	
Israel		\$504 per man day	
Czech Republic/Germany			

### 7.1 Contact details: V-Trust Inspection Service | Sedex Affiliated Audit

#### Company (AAC)

e-mail: [tatiana@v-trust.com](mailto:tatiana@v-trust.com)  
tel: [+86-20-89089938-639](tel:+862089089938639)  
mobile: [+86-15521055325](tel:+8615521055325)  
skype: tatiana, v-trust  
website: [www.v-trust.com](http://www.v-trust.com)

\* V-Trust is a Sedex AAC and provides SMETA social audits in China, India & Vietnam

**7.2 Contact details: PCC (Production, Compliance Corporation)**

Hong Kong Head Office

**Johnny Chua/ Senior Quality Director**

[johnnychua@productioncompliance.com](mailto:johnnychua@productioncompliance.com)

Cambodia/ Vietnam/ Jordan/ Turkey

**Michael Chu – Inspection Service Manager**

[michaelchu@productioncompliance.com](mailto:michaelchu@productioncompliance.com)

Mainland China

**Allen Zhao/ Quality Assurance Director**

[allenzhao@productioncompliance.com](mailto:allenzhao@productioncompliance.com)

India Office

**Amitabh Banerjee/ Senior QA Manager**

[amitabh@productioncompliance.com](mailto:amitabh@productioncompliance.com)

Bangladesh

**Abdulla Al Aman/ QA Supervisor**

[aman@productioncompliance.com](mailto:aman@productioncompliance.com)

Sri Lanka

**Enoshi De Silva – Inspection Service Manager**

[enoshidesilva@productioncompliance.com](mailto:enoshidesilva@productioncompliance.com)

**7.3 Contact details: The Net (Europe)**

key account manager:

Mrs Silvia Degl'Innocenti.

Email :

[silvia.deglinnocenti@theneteurope.com](mailto:silvia.deglinnocenti@theneteurope.com) .

[qualitycontrol@theneteurope.com](mailto:qualitycontrol@theneteurope.com)

Bookings:

[qualitycontrol@theneteurope.com](mailto:qualitycontrol@theneteurope.com) .

Please note the above rates are per day, mileage included. In case of hotels/airplanes or other means of transportation please confirm this with the service provider prior to approval/ booking

#### 7.4 Asia Inspection Details

Mr Price Group have nominated the following company to assist with all International Quality Audits – Asian Inspection – please note that this will form an integral part of the Supplier Performance and Grading Functions and that implementation will be based on a supplier confirmation and implementation basis.

Contact Details:       Stuart Miller  
Operations Manager - Key Accounts  
stuart.miller@qima.com

Address:                Shenzhen Office: Room 2209, Guidu Building, 3007 Chun Feng  
Road, Luo Hu District, Shenzhen, China

Tel:                     (86) 755 8214 1659 / Mobile: (86) 138 236 43403:  
[www.asiainspection.com](http://www.asiainspection.com) <<http://www.asiainspection.com/>> -  
Pierre-Yves Robineau  
Key Account Manager Operations  
Pierre-Yves.Robineau@asiainspection.com

#### 7.5 Contact details for MRP Home auditors:

##### 7.5.1 Durban & surrounding areas:

Chris	076 344 7945
Sunitha	082 716 1171
Laven	082 323 1401

Please contact Shantel Damons QA manager (Office 031 3341503) if you have any difficulties contacting any of our Field Quality Auditors or have any quality related issues

8	MRP Home Technical pack	UPDATED	
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We bring to your attention that there are other documents and manuals that govern the relationship between suppliers and MRP HOME that impact on the merchandise we order.

MRP Home Tech Pack documentation:

- The QA electronic workbook
- Lab report (insert into the workbook)
- Supplier, Manufacturing or Sustainable declarations
- The bulk fabric guarantee letter (insert into the workbook)
- Wash care artwork (insert into the workbook)
- Marketing/ Packaging artwork (insert into the workbook)
- Fabric hanger to be submitted with fabric specifications on the hanger.





Supplier Acceptance Letter

Company Name:

Supplier number:

\_\_\_\_\_

Company Address

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

We \_\_\_\_\_ accept the terms and conditions in the Mr Price Home Quality Manual on this day \_\_\_\_\_ of \_\_\_\_\_ 20\_\_.

Signature  
\_\_\_\_\_

Date  
\_\_\_\_\_