The background of the slide is a photograph of a textile factory. The top half shows a horizontal row of dark wooden spindles mounted on a beam. The bottom half shows a row of large, white, cylindrical bobbins filled with yarn, also mounted on a beam. A semi-transparent white horizontal band runs across the middle of the image, containing the title text.

# **Stakeholder QA Info Pack**



# About the Program

The Stakeholder Quality Assurance (QA) Program is a collaborative ‘two-way street’ initiative with **brands and standard holders who actively contribute to improving the quality of SLCP data**. Stakeholders get further insights into the investigation process with access to a Dashboard monitoring the status of complaints



**Established in 2021**



**Use resources and data shared** by brands and standard holders to:

- **Expand** the scope of SLCP QA activities
- **Improve** current SLCP QA system (e.g., Verification Protocol, QA Manual, prescriptive/descriptive analytics models)



## MEMBERS

**6** Full members (brands)  
**1** Prospective/Onboarding member (brand)

Latest update: April 2025

## ENGAGEMENT

**Joint Meetings 2x per year** (All members)  
**Ad hoc DQI calls** (Flexible meeting frequency based on member needs)



**Commitment Chart** signed by all members

# Benefits for Members

## What we offer

- ✓ Pre-engagement support
- ✓ Customized tool to monitor complaint investigations
- ✓ Best practice sharing

## A two-way collaboration with benefits for members:

### Share

- Direct channels to share your experiences with SLCP Data Quality & Integrity
- Different forms and easy-to-use sharing methods

### Learn

- Tailored support
- Opportunity to engage with SLCP team regularly
- Customized dashboard (including progress and status of the investigations)
- Join bi-annual discussion with peers

### Influence

- Strengthen SLCP QA systems
- Be at the forefront of new updates
- Possibility to become SLCP DQI Ambassador
- Share learnings with stakeholder program members and wider SLCP community

# A joint commitment

## Members

- Active Engagement
- Ongoing Data Sharing
- Program’s Representation

## SLCP

- Customized onboarding
- Full transparency on ongoing investigations
- Continuous feedback incorporation

### SLCP Stakeholder Quality Assurance (QA) Program Commitment Chart

#### Introduction

The Stakeholder Quality Assurance (QA) Program is a collaborative initiative aimed at enhancing Social Labor Convergence Program (SLCP) data quality and integrity through active engagement and feedback from end-users. As part of the program, end-users are offered multiple avenues to share data including ad hoc feedback, standardized report review, and conducting onsite QA activities like shadow verifications. By leveraging the data collected through these mechanisms, the program aims to expand the scope of SLCP QA activities and improve the overall SLCP QA system. Through continuous collaboration and feedback, the Stakeholder QA Program creates a culture of transparency and accountability strengthening data integrity and credibility and driving continuous improvement in SLCP data quality and integrity processes.

#### Purpose

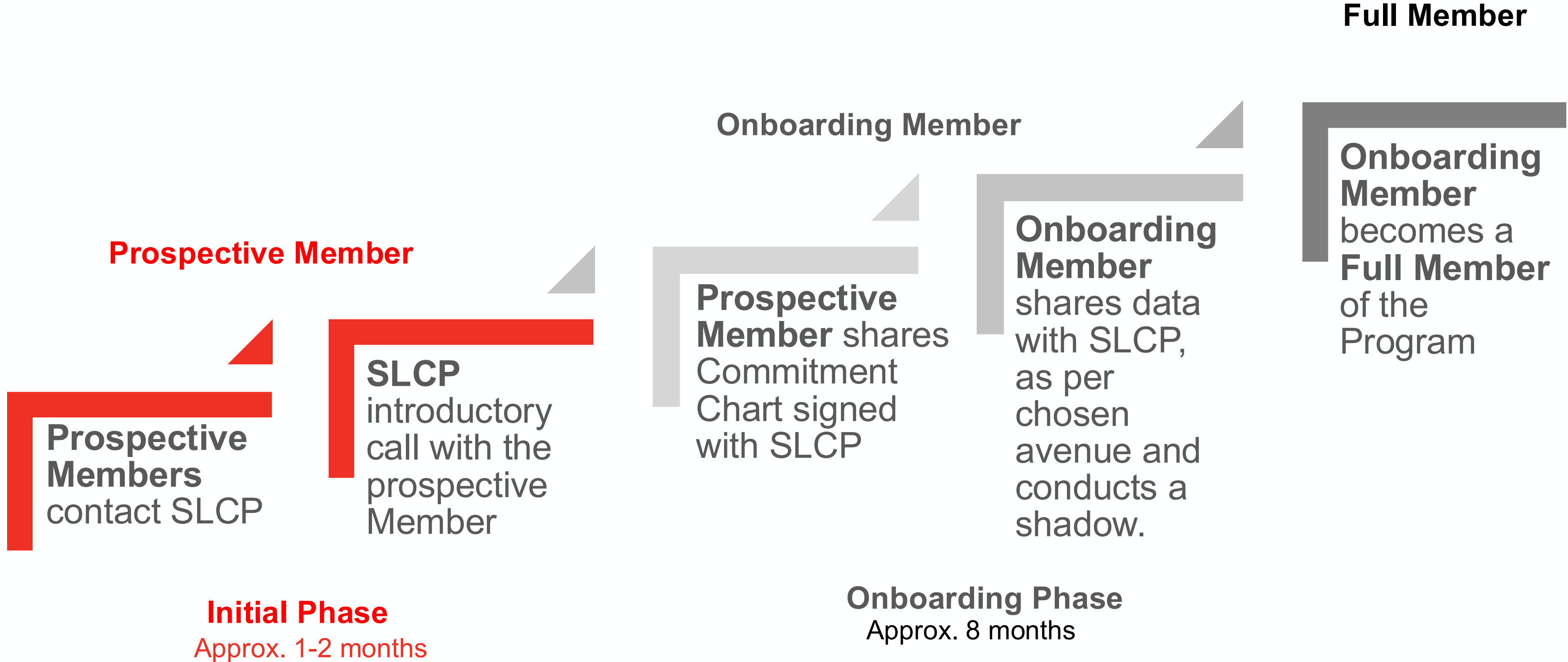
This Commitment Chart serves as a foundational document outlining the mutual commitments and responsibilities of participating brands and SLCP within the framework of the Stakeholder QA Program. The purpose of this Commitment Chart is to establish a clear understanding of the roles and expectations of both brands and SLCP in advancing the objectives of the Stakeholder QA Program.

All Stakeholder QA Program members are required to sign the Commitment Chart.

The Commitment Chart will be reviewed annually to assess brand alignment with Stakeholder QA Program objectives and update them as needed.

Brands can reaffirm their commitment or choose to withdraw based on evolving priorities.

# How to become Full Member of the Stakeholder QA Program





# Primary Engagement Avenues

There are **three** primary avenues an end-user can use to provide data:



## Ad Hoc Feedback

End-users share information on data quality whenever issues occur (ad-hoc)

End-users can choose to share data with either Ad- hoc Feedback or/and Standardized Data Review



## Standardized Data Review

End-users share regular, standardized information on SLCP data quality issues



## Shadow Verifications

End-users take part to a verification as observers and share their feedback

All members are required to conduct a minimum of one Shadow Verification.



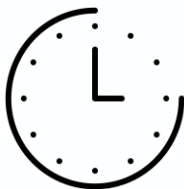
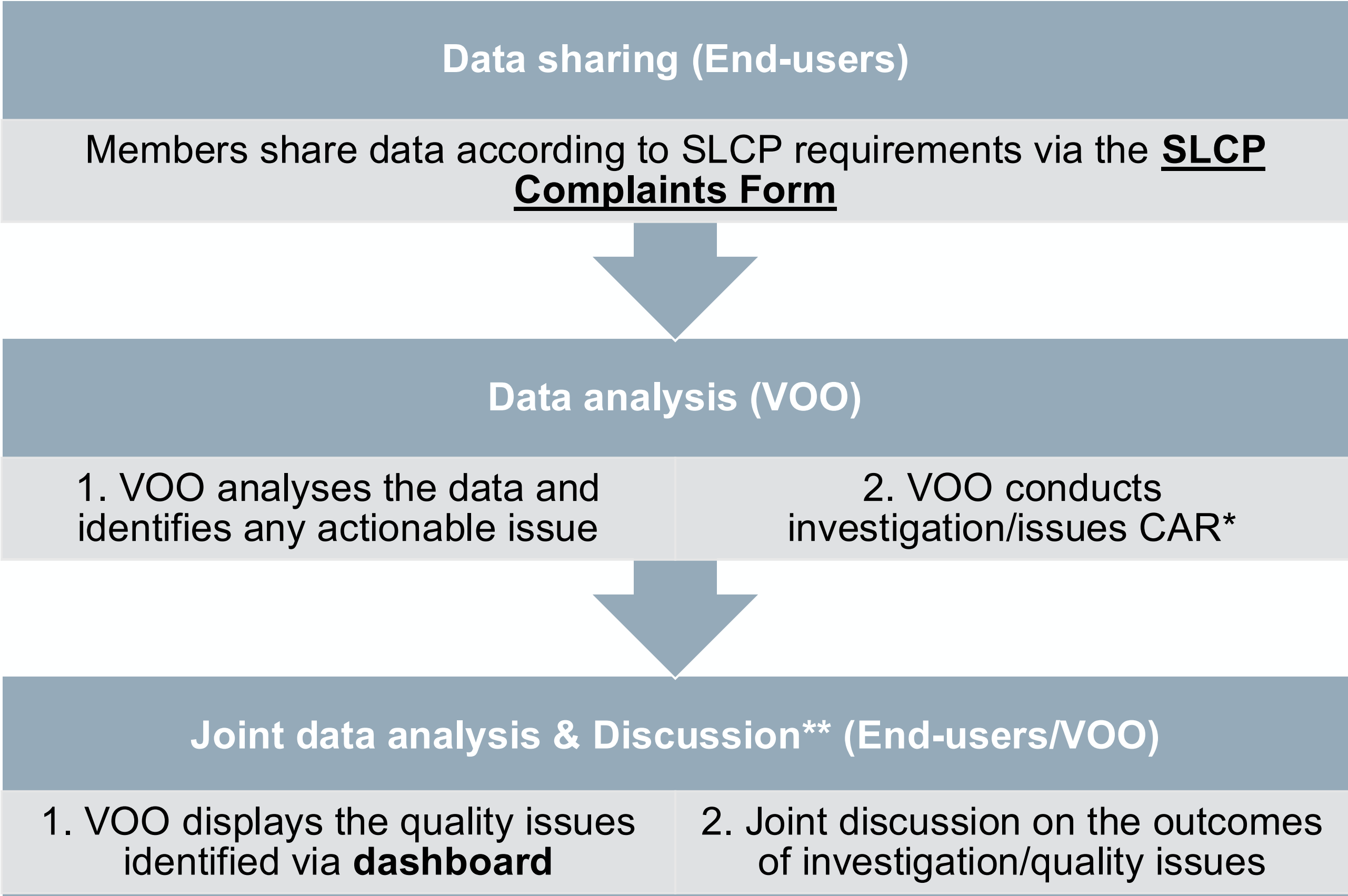
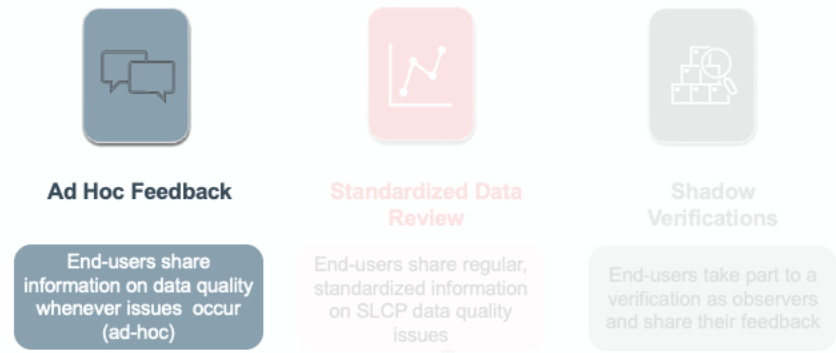
The background of the slide is a photograph of a textile factory. It shows rows of spinning spindles and bobbins, some of which are covered in white thread. The image is slightly blurred, giving it a sense of motion and depth. A semi-transparent white horizontal band is overlaid across the middle of the image, containing the text.

# **Ad- hoc Feedback**



# Ad-hoc feedback

## How the process works



Depending on the nature of the issues.  
Approx. 1-3 months

\*CAR: Corrective Action Requests (for more info check the [QA Manual](#))  
\*\* Cadence of communication and type of narrative provided is discussed/agreed upon by both parties during the kick-off meeting of the technical onboarding phase



# Ad hoc feedback (cont.)



## FOR NEW MEMBERS ONLY!

Stakeholder QA Program Members can upload multiple complaints at once. This is a feature primarily used for new members who have accumulated feedback, want to share insights in bulk, and have not used the SLCP complaints feature.

This is not our preferred way of receiving information, as feedback should be timely to allow for timely investigations.

➡ Click here (Bulk Complaint Form)

➡ Download the excel template

➡ Fill in the excel template, upload it (if needed, attach supporting documentation) and submit your request



The complaint investigation can take up to **3 months** to fully reach an outcome.



**Members of the SLCP QA Program** will receive details via dashboards.



## SLCP/VOO - Upload Complaint (Bulk)

Template: <https://sumerra.box.com/shared/static/f19ao1izodc8bjkc9tpyn1h9ducs831p.xlsx>

Please attach the excel template. Please ensure you have not modified the template (do not move or change fields, do not merge rows).

### Upload

Please ONLY upload the template here (1 file). Any file in any format other than the template found above will not be added to our systems.

📎 Drop files here or [browse](#)

### Attachments

If you have supporting documentation for the complaints (e.g., screenshots, evidence) please upload them here. File name for attachments must follow this format: "PRJ# - Attachment# - Attachment Description".

📎 Drop files here or [browse](#)

↺ Clear form

Submit





# Ad hoc feedback (cont.)

## FOR NEW MEMBERS ONLY!



**Data shared via the bulk complaint form shall include the following details:**

- PRJ number
- Full name of the facility
- Brand team's assessment period and scope (# of days, month/year, spot check v. full check)
- Type of complaint (i.e., quality of VRF, VB/VE ethics, transparency issue, etc.)
- CAF version#, question key, question number and question description
- Clear and detailed description of the finding/issue including sampled months info, scope of workers

## Column “T” of the Bulk Complaint Form

[illegible]

*Ad hoc feedback results, like other QA, are checked for potential issues that warrant an investigation/CARs*

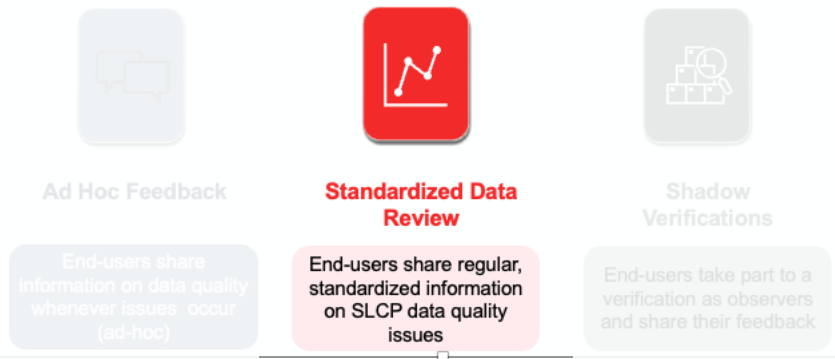


The background of the slide is a photograph of a textile factory. It shows rows of spinning spindles and bobbins, which are cylindrical spools of thread. The spindles are arranged in a grid-like pattern, and the bobbins are visible in the foreground. The lighting is soft and even, highlighting the texture of the threads and the metallic surfaces of the machinery. A semi-transparent white banner is overlaid across the middle of the image, containing the title text.

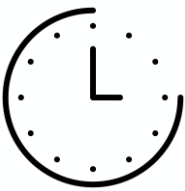
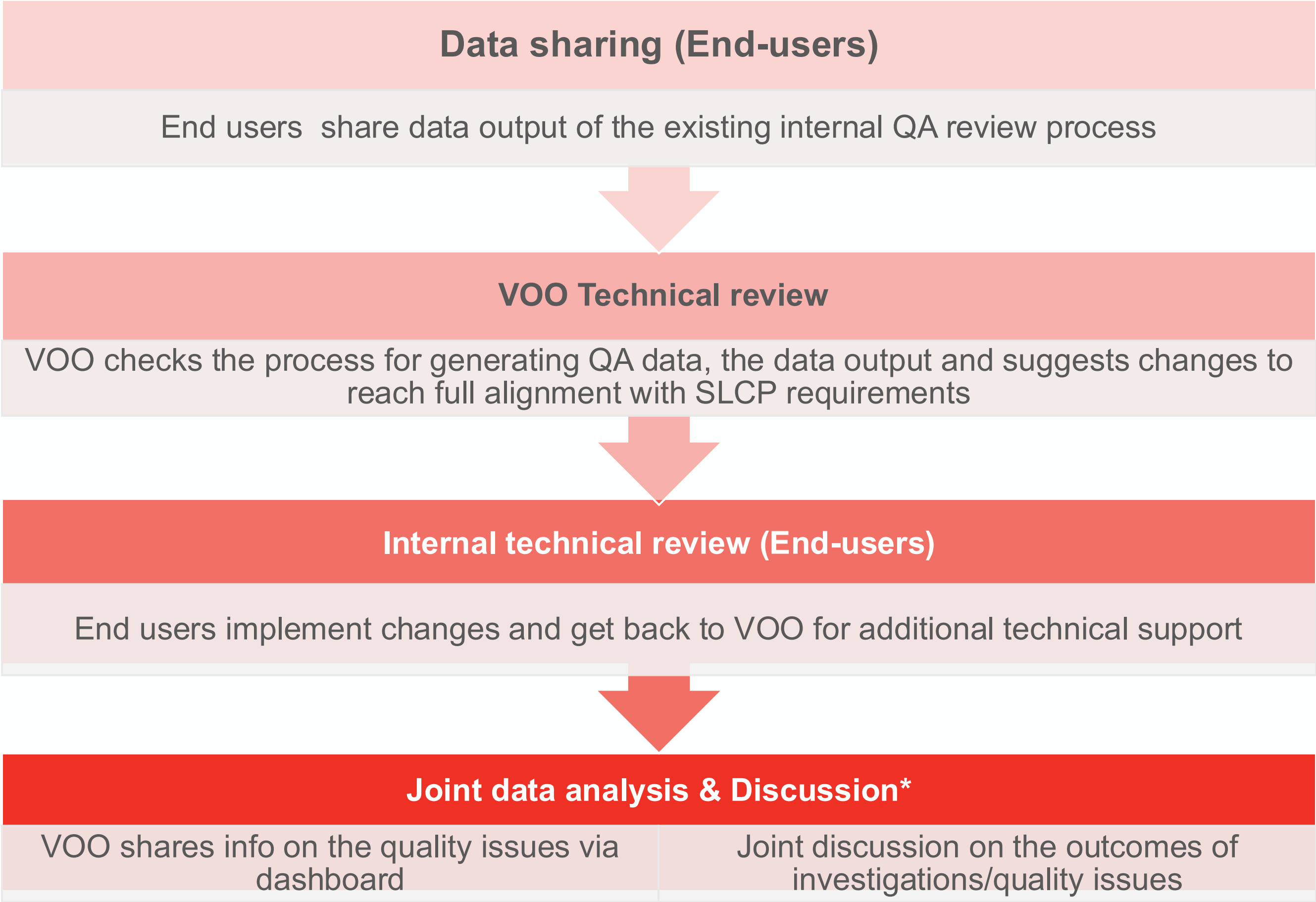
# **Standardized Data Review**



# Standardized Data Review



## How the process works



Depending on the process in place/data output. Approx. 1-4 months.

\*Cadence of communication and type of narrative provided is discussed/agreed upon by both parties during the kick-off meeting of the technical onboarding phase

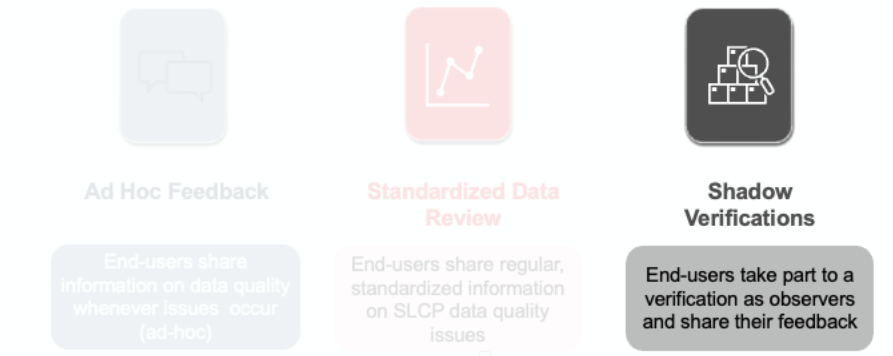


The background of the slide is a photograph of a textile factory. It shows rows of spinning spindles, which are vertical rods with bobbins at the top, arranged in a grid-like pattern. The spindles are filled with white thread. The lighting is soft and industrial, with a slightly blurred effect. A horizontal red line is visible near the top of the image, and a horizontal white band with a dark purple bottom edge runs across the middle, containing the text.

# **Shadow Verifications**



# Shadow Verifications



## Why conduct Shadow Verifications?

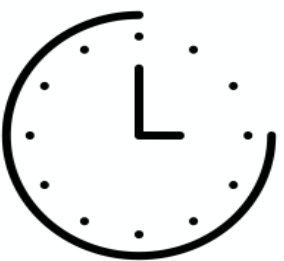
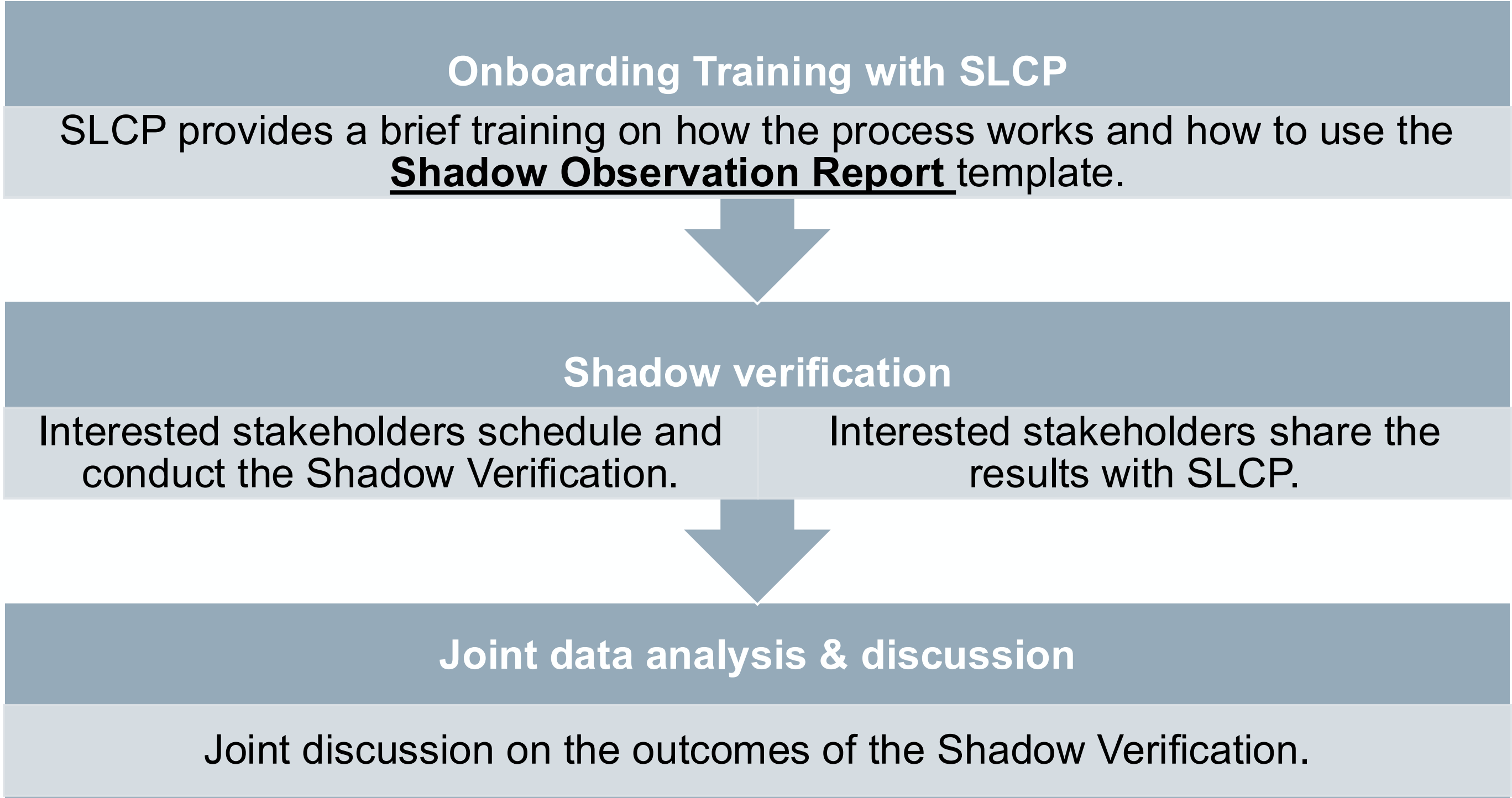
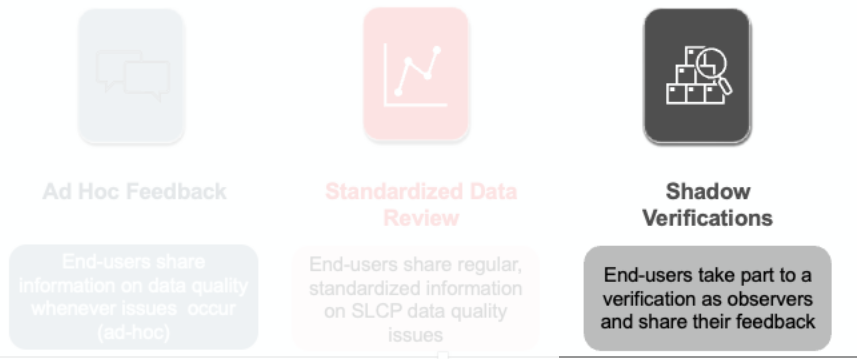
- To better understand how the verification process works.
- To use the learnings to improve the internal review system and/or to train internal quality reviewers.

## Who should conduct Shadow Verifications?

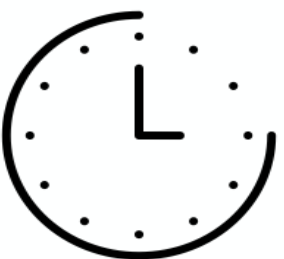
- Stakeholders who have designated and trained resources
- Stakeholders who are willing to share the outcomes of the Shadow Verification and contribute to improve SLCP DQI process and procedure.



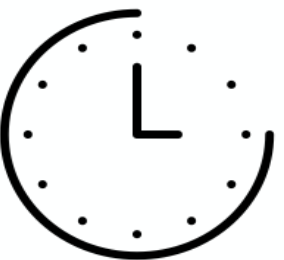
# Process



1 hour



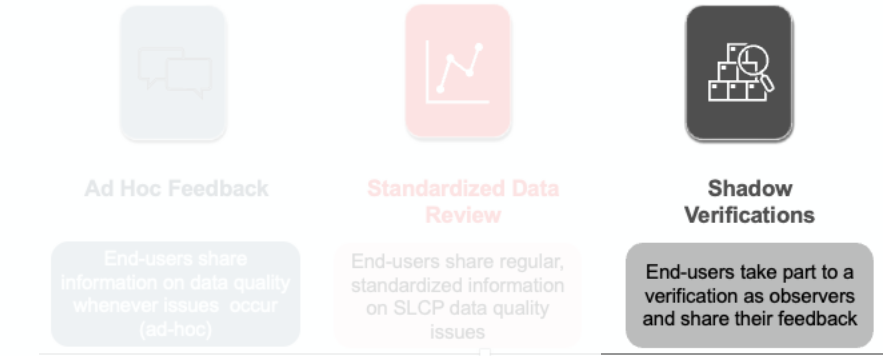
Approx. 1/2 months



1 hour



# Steps to arrange and conduct Shadow Verification

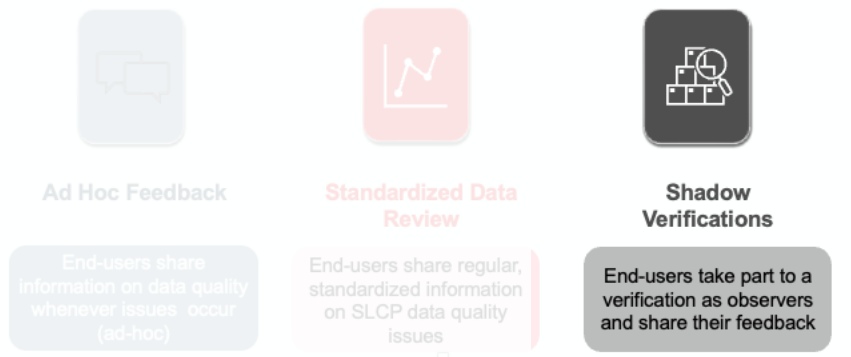


1. Interested stakeholders identify the facility for the Shadow Verification (check the Facility list on Gateway)
2. Interested stakeholders reach out and inform the facility about their plans to conduct a shadow verification.
3. Interested stakeholders submit the Shadow/Observation Request Form to request facilities' approval and inform the VOO.
4. The facility approves the verification request.
5. Interested stakeholders get ready for the shadow verification by reviewing SLCP Verification Protocol
6. Interested stakeholders conduct the shadow verification and- while onsite- fill in the Shadow Observation Report
7. Interested stakeholders share the Shadow Observation Report with SLCP and schedule a joint call to analyse the results and share feedback.



# How to share your feedback?

## Fill in the Shadow Observation Report



1. Observers are requested to share their evaluation on Verifier’s performance and their general feedback via the Shadow Observation Report.
2. While onsite, observers are required to fill in the report by:

1. Assigning a score from 0 to 5 (with 5 being the highest) to six different assessment criteria.

Assessment criteria:

1. SLCP Procedures
2. Understanding SLCP system
3. Professionalism
4. Time Management
5. Verification preparation
6. Knowledge

2. Adding qualitative feedback in the comment fields included in the template.

Shadow Reviewer comments

3. After the verification, observers are required to share the report via email to the DQI team: [giulia@slconvergence.org](mailto:giulia@slconvergence.org)



The background of the image is a blurred photograph of a textile factory. It shows rows of spinning spindles and bobbins, some of which are covered in white thread. The scene is dimly lit, with a warm, slightly desaturated color palette. A horizontal white band with a thin red top border and a thin purple bottom border runs across the middle of the image, serving as a backdrop for the text.

# **Member Dashboard**



# Stakeholder QA Member dashboard

## Investigations

Submitted Date ▾

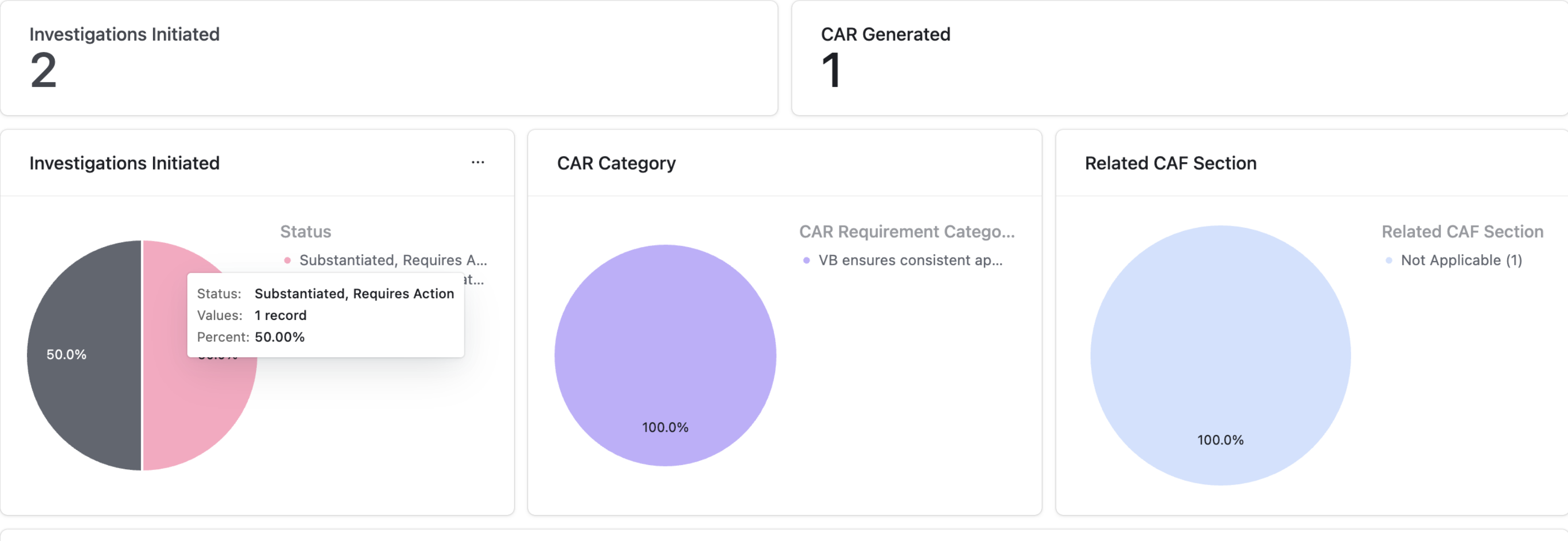
Status ▾

Related CAF Section ▾

CAR Requirement Category ▾

Filter

Feedback Form



Details	Assessment ID	Submitted Date	Status	Verifier Body or Bodies	Conclusions/Decisions
The Verifier was extremely knowledgeable in social compliance and the SLCP verification process, and wa...	PRJ551341	2024-12-05	Substantiated, Requir...	International Compliance Group	The complaint is Substantiated....
Hello Sumerra Team –		2025-03-17	Under Investigation – ...	International Associates Limited	–

In the dashboard, you can find information about:

- Average Score QA
- Number of assessments by QA Type
- Number of assessments by Country/Region
- Spot Check Rating
- Average Spot Check Score by Quarter
- Average Score by Country/Region
- Score by VB
- Shadow verification conducted
- Average shadow verification score



# Feedback form available on members dashboard

## Brand Suggestion/Feedback Form

Brand \*

Contact Name \*

Contact Email \*

Workstream name

Idea Description \*

Focus \*

• Global

• Regional

Impact Level \*

• High

• Medium

• Low





# Thank you!

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