



SLCP Stakeholder QA Program Info-Pack

**Social & Labor
Convergence
Program**

Decent working
conditions in
global supply chains

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)
2 Prospective/Onboarding member (brand)

Latest update: December 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

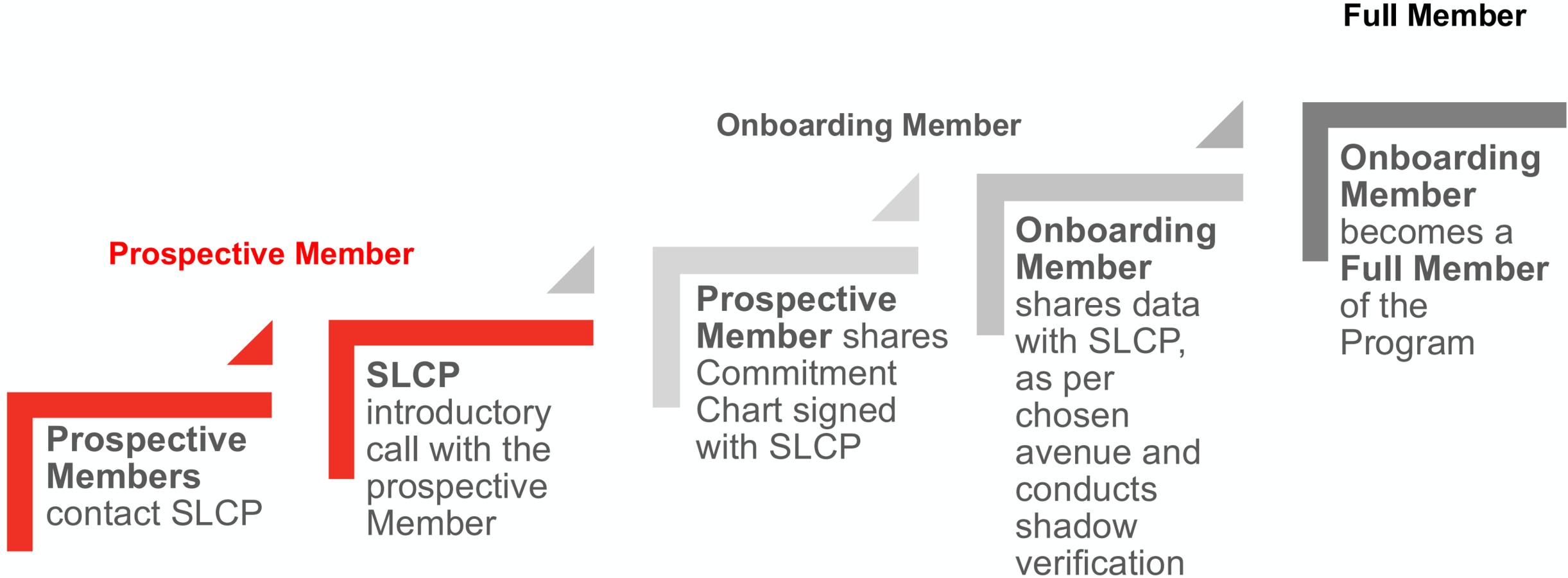
This Commitment Chart serves as a foundational document outlining the mutual commitments and responsibilities of participating brands and SLCP within the framework of the Stakeholder QA Program. The purpose of this Commitment Chart is to establish a clear understanding of the roles and expectations of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

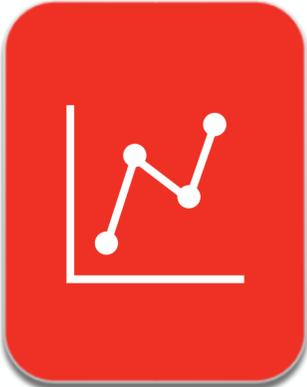
There are **three** primary avenues an end-user can use to provide data:



Ad Hoc Feedback

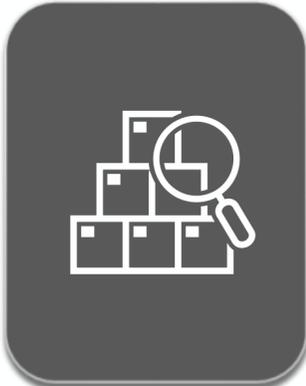
End-users share information on data quality whenever issues occur (ad-hoc)

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

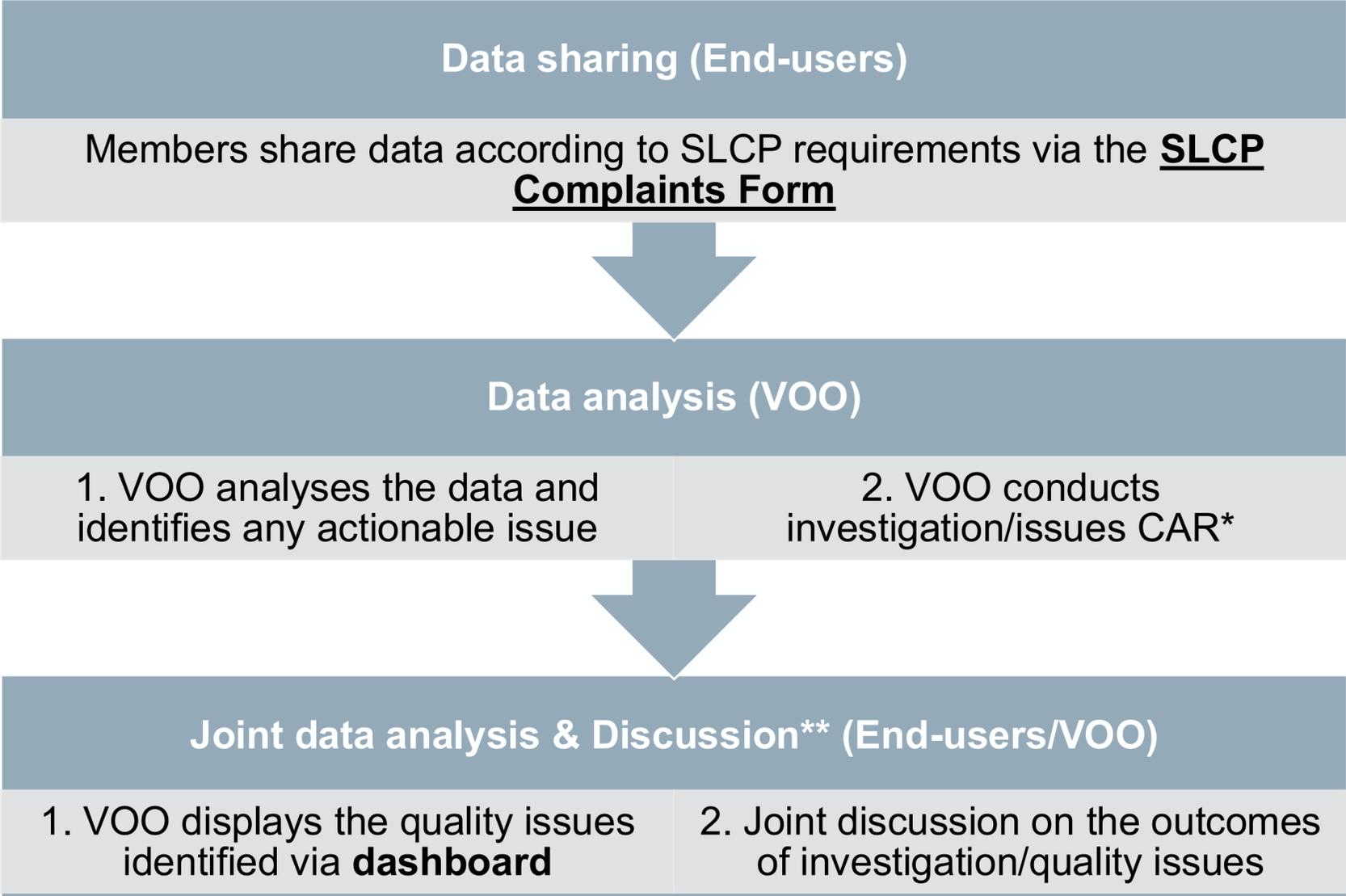
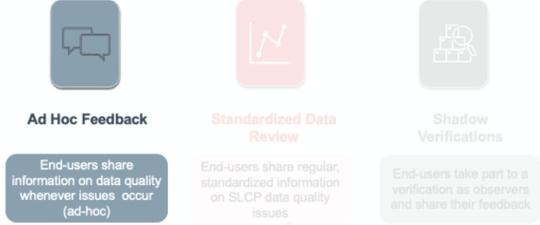
All members are required to conduct a minimum of one Shadow Verification.

A photograph of a textile spinning machine. The machine features a horizontal wooden beam at the top with several vertical spindles. Below this, a row of white thread spools is visible, each mounted on a spindle. The background is a soft, out-of-focus industrial setting. 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. 2-3 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 Bulk Complaint Template and Submission Form

The Bulk Complaint Template is a feature for members who are new to the Stakeholder QA Program and have accumulated feedback to share in bulk or are new to the SLCP Complaints feature. For verifications older than 24 months, complaints are not reviewed individually but are included in aggregated QA insights that support continuous improvement across Verifier Bodies and Verifiers.

Please download the Excel Template for the Bulk Complaints via the link, fill in all your data and share the completed Excel Template by attaching it to the upload field below

Excel Template for the Bulk Complaints: <https://sumerra.box.com/shared/static/f19ao1izodc8bjkc9tpyn1h9ducs831p.xlsx>

The complaint investigation can take up to 3 months to fully reach an outcome. Members of the SLCP Stakeholder QA Program will receive details via their dashboards.

Upload

Please ONLY upload the template here (1 file). Please ensure you have **not modified the template** (do not move or change fields, do not merge rows). Any file in any format other than the template found above will not be added to our systems.

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".

browse"/>

[Clear form](#)

Submit

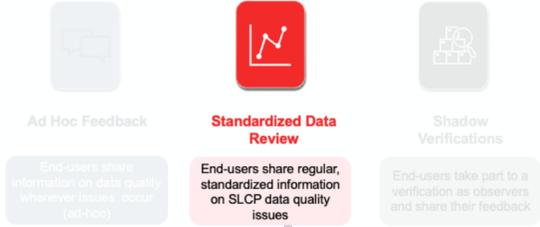
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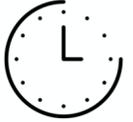
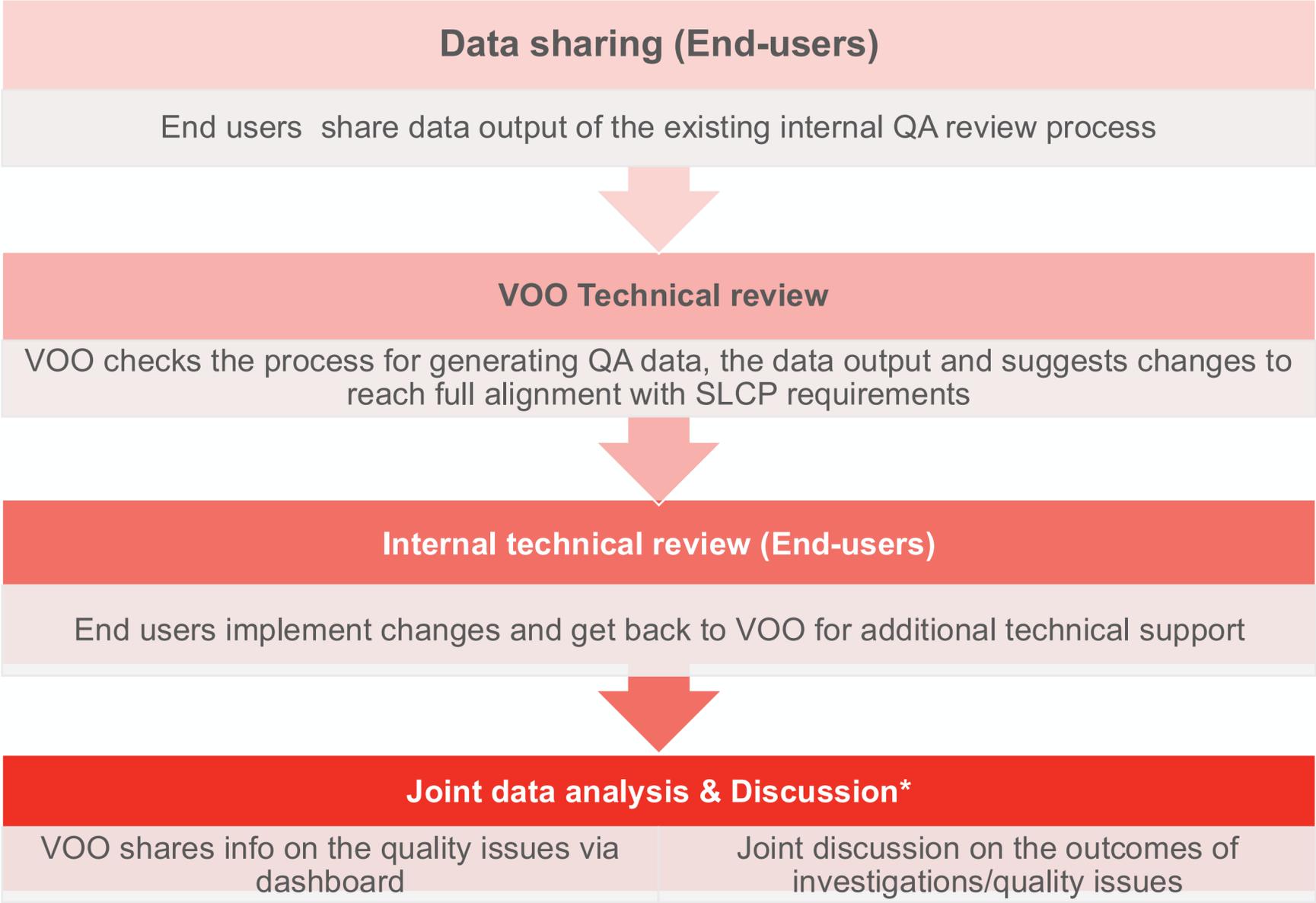
A photograph of a textile spinning machine. The machine features a horizontal bar at the top with several vertical spindles. Below this bar, a large number of white thread spools are arranged in a row. The spools are partially filled with white thread. The background is slightly blurred, showing more of the machine's structure. A semi-transparent white banner is overlaid across the middle of the image, containing the text "Standardized Data Review".

Standardized Data Review

Standardized Data Review



How the process works



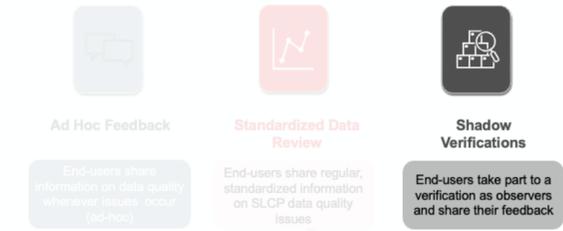
Depending on the process in place/data output. Approx. 1-4 months.

*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



Shadow Verifications

Shadow Verifications



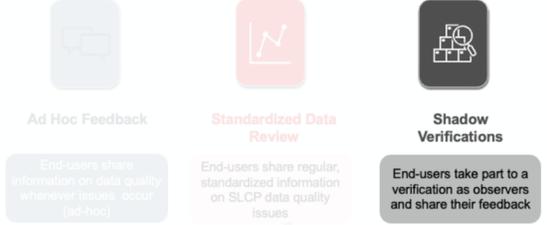
Why conduct Shadow Verifications?

- 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.

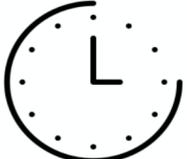
Who should conduct Shadow Verifications?

- 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 Overview for Interested Stakeholders



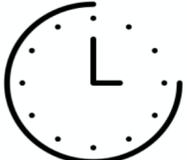
Onboarding call with SLCP
 SLCP explains how the process works and how to use and submit the **Shadow Observation Report** template and submit the **Shadow Observation Results Form** ..



1 hour



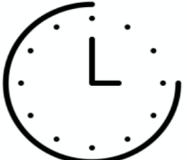
Shadow verification
 Interested stakeholders schedule and conduct the Shadow Verification. Interested stakeholders submit the **Shadow Observation Result Entry Form** to SLCP.



Approx. 1/2 months



SLCP Data analysis & discussion (Optional)
 SLCP analyses the evaluation shared and –if needed- schedules a follow-up call to collect more information.



1 hour

Shadow Verification : Step-by-Step Process



1. Identify the facility for the Shadow Verification (check the Facility list on Gateway)
2. Reach out and inform the facility about their plans to conduct a Shadow Verification.
3. Submit the Shadow/Observation Request Form to request facilities' approval and inform the VOO.
4. The facility approves the verification request and informs stakeholder with practical details of the verification
5. Get ready for the Shadow Verification by reviewing SLCP Verification Protocol
6. Conduct the Shadow Verification and while onsite, fill in the Shadow Observation Report
7. Submit the Shadow Results Entry Form and attach the Shadow Verification Report

If needed, schedule a joint call to analyse the results and share feedback with SLCP

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.

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

Assessment criteria:

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

3. After the verification, observers are required to submit the Shadow Result Entry form and attach the Shadow Observation report to it.

A background image of a spinning machine with many white spools of thread. A semi-transparent white horizontal band is overlaid across the middle of the image, containing the text.

Member Dashboard

QA member dashboard

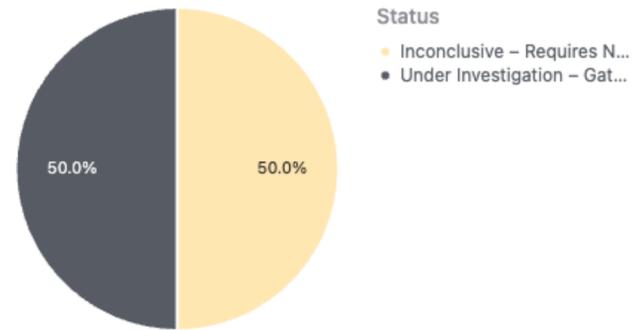
Investigations

Submitted Date is within the past year ▾ Status ▾ Related CAF Section ▾ CAR Requirement Category ▾ Reset

Investigations Initiated
2

CAR Generated
0

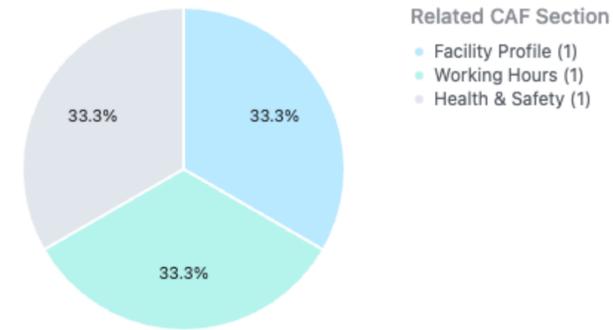
Investigations Initiated



Key Quality Issue Category

Key Quality Issue Category

Related CAF Section



Details	Assessment ID	Submitted Date	Status	Verifier Body or Bodies	Conclusions/Decisions	Resolution Date
This investigation is created to review Stakeholder Observer observations from the brand's shadow of ...	PRJ859391	2025-07-10	Inconclusive - Requir...	Intertek	The complaint is Inconclusive....	2025-09-25
...

Feedback Form [↗](#) **Complaint Form** [↗](#)

[↗](#) Download Bulk Complaint Templ... Filter

Click here to submit your data via the [SLCP Complaints Form](#)

For New Members only!

Click here to submit your bulk data via the [SLCP Bulk Complaint Submission Form](#)

1. Download the Excel template
2. Fill in the Excel template
3. upload it (if needed, attach supporting documentation) and submit your request

In the dashboard, you can find information about:

- Investigation initiated with status and details
- Key Quality Issue Category and CAR generated
- Shadow verification conducted
- Average shadow verification score
- Link to the Complaints Form and the Feedback Form

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!

www.slconvergence.org



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