



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

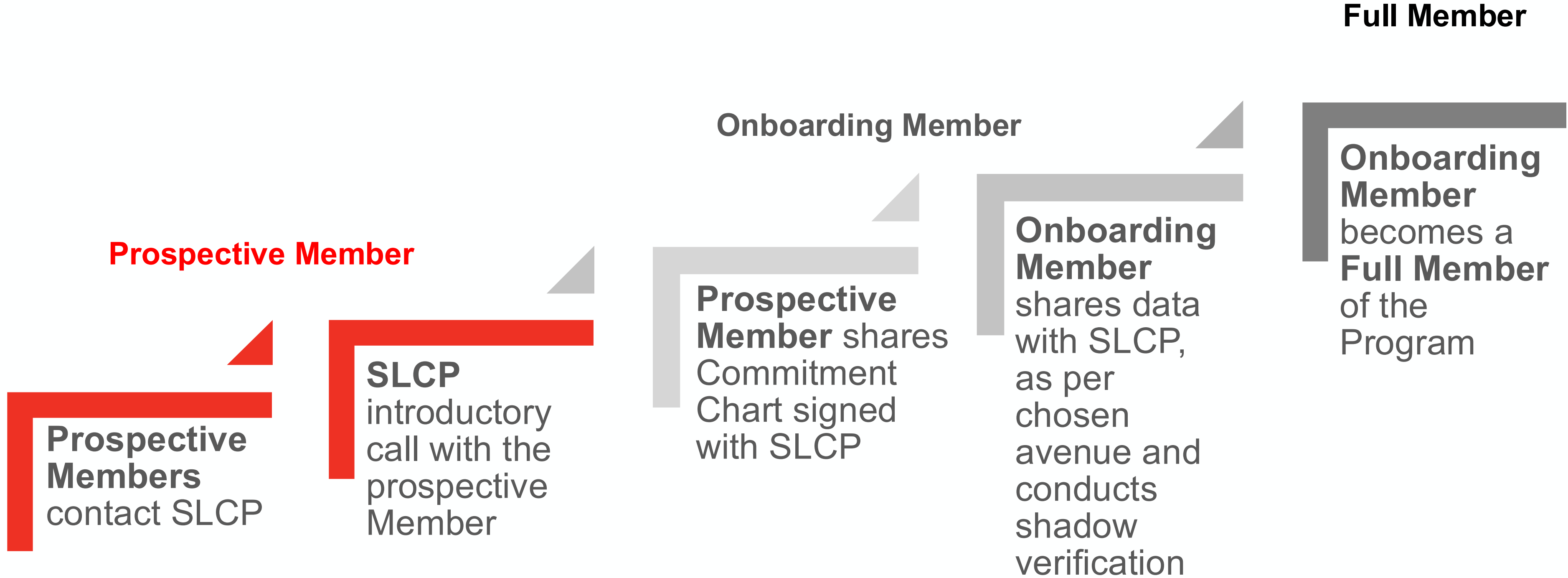
This Commitment Chart serves as a foundational document outlining the mutual commitments and responsibilities of participating brands and SLCP within the framework of the Stakeholder QA Program. The purpose of this Commitment Chart is to establish a clear understanding of the roles and expectations of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

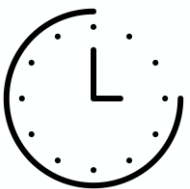
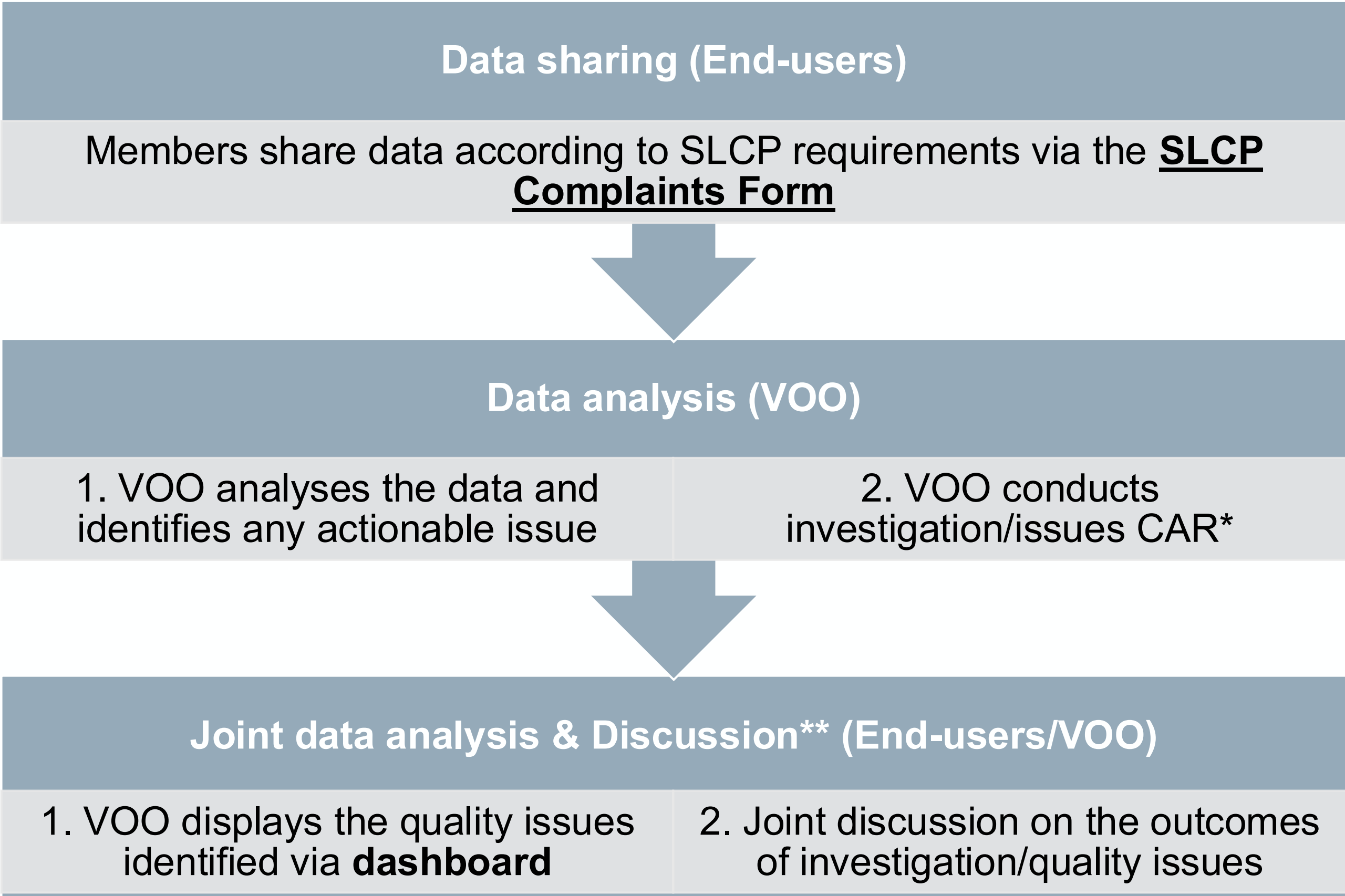
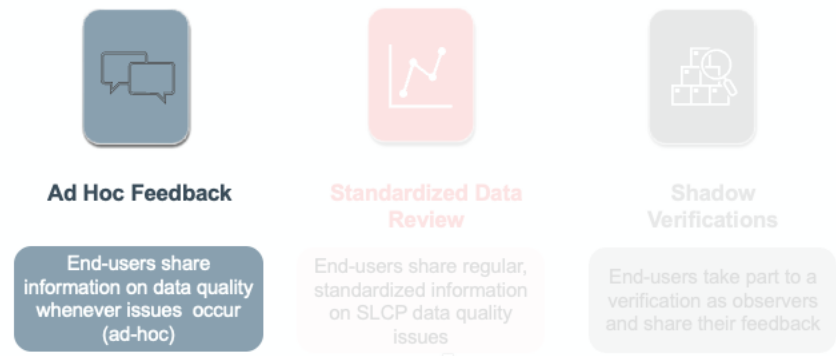
All members are required to conduct a minimum of one Shadow Verification.

The background of the slide is a photograph of a textile factory. The top half shows a horizontal row of dark wooden bobbins mounted on a metal frame. The bottom half shows a dense array of white, cylindrical spinning spindles, each with a bobbin at the top, arranged in rows. A semi-transparent white horizontal band is positioned 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 (SLCP Complaint Form)



Data shared via the complaint form should 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

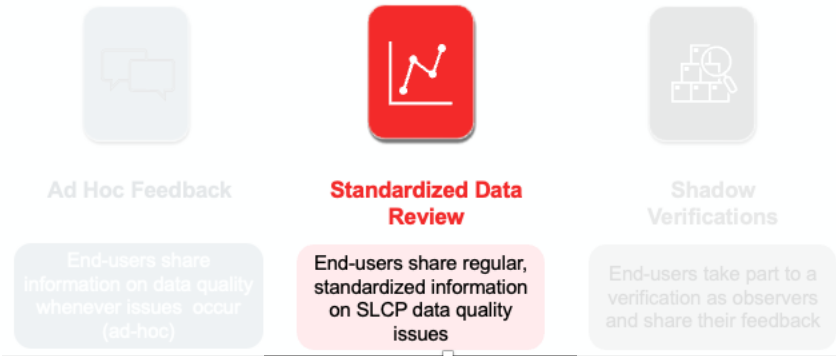


Ad hoc feedback results, like other QA, are checked for potential issues that warrant an investigation/CARs

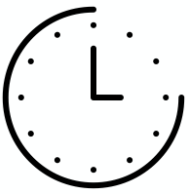
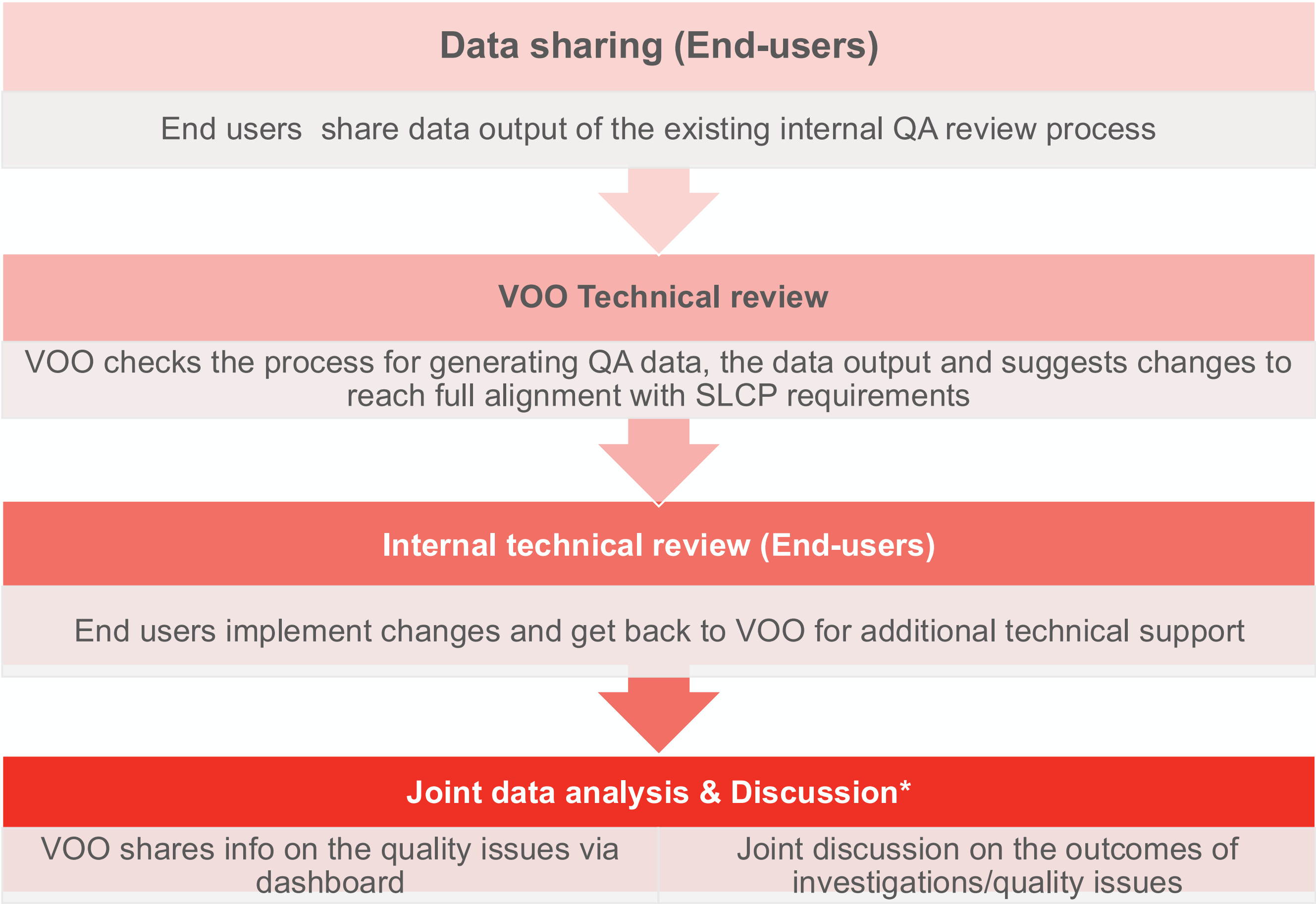
The background of the slide is a photograph of a textile factory. The top half shows a horizontal row of dark wooden bobbins mounted on a metal frame. The bottom half shows a row of white, cylindrical spinning spindles, each with a bobbin at the top, arranged in a line. A semi-transparent white horizontal band is positioned across the middle of the image, containing the title text.

Standardized Data Review

Standardized Data Review



How the process works



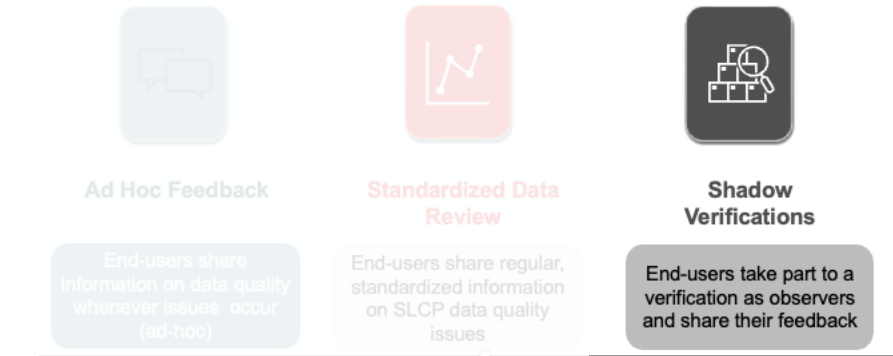
Depending on the process in place/data output. Approx. 1-4 months.

*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 image shows a textile factory environment. The top half features a horizontal wooden beam with numerous dark, pointed spindles hanging from it. The bottom half shows a dense array of large, cylindrical spindles, each wrapped in white thread, arranged in rows. A semi-transparent white horizontal band is positioned across the middle of the image, 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 Overview for Interested Stakeholders

1

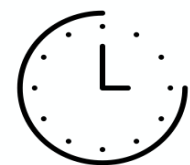


2



3

Onboarding call with SLCP

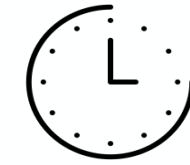


1 hour

SLCP explains how to

1. Request the facility approval
2. Observe the verification
3. Complete the **Shadow Observation Report**
4. Submit the Shadow Observation Results

Shadow verification

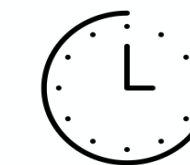


Approx. 1/2 months

Interested stakeholders

1. Schedule and conduct the Shadow Verification
2. Complete the the **Shadow Observation Report**
3. Submit the Shadow Observation Results

3. SLCP discussion on findings (optional)



1 hour

SLCP reviews the shared results and, if needed, schedules a follow-up call to gather more information



Step-by-Step Process

1. Identify the Facility

Check the Facility list on Gateway to identify the facility for the Shadow Verification

2. Request facility approval

Inform the facility about your plans to conduct a Shadow Verification and submit the Shadow/Observation Request Form for facility approval and inform the VOO

3. Facility approves

The facility approves the verification request and informs you of the verification details

4. Get ready

Review the SLCP Verification Protocol

5. Observe the verification

Complete the Shadow Observation Report with your onsite observations

6. Submit the results

Submit the Shadow Results and attach the Shadow Observation 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.

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 submit the Shadow Result and attach the Shadow Observation report to it.

The background of the image is a blurred photograph of a textile spinning machine. It features a horizontal wooden frame at the top with numerous vertical spindles. Below this, rows of large, white, cylindrical spools of thread are visible, arranged in a grid-like pattern. The lighting is soft and industrial, creating a sense of depth and texture. A semi-transparent white horizontal band is positioned across the middle of the image, serving as a backdrop for the text.

Member Dashboard

QA member dashboard: Complaints Form

Investigations

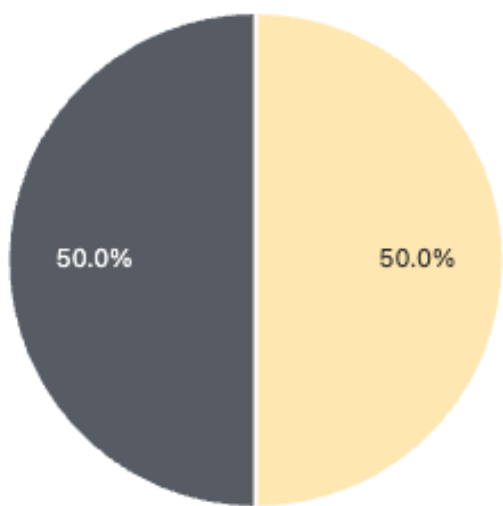
Submitted Date is within the past year ▾ Status ▾ Related CAF Section ▾ CAR Requirement Category ▾ Reset

Feedback Form ↗ Complaint Form ↗
Download Bulk Complaint Templ... Filter

Investigations Initiated
2

CAR Generated
0

Investigations Initiated

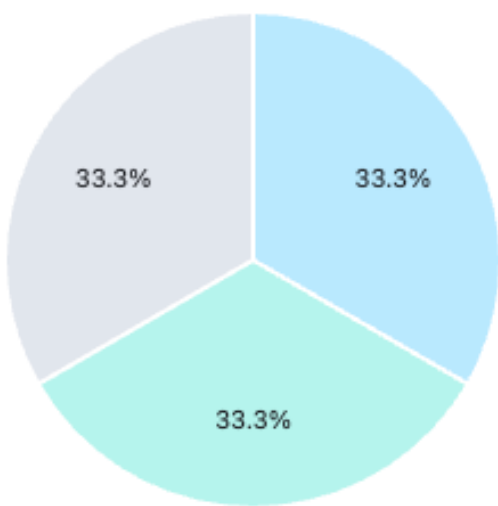


Status
● Inconclusive - Requires N...
● Under Investigation - Gat...

Key Quality Issue Category

Key Quality Issue Category

Related CAF Section



Related CAF Section
● Facility Profile (1)
● Working Hours (1)
● Health & Safety (1)

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
Investigation details for 10-0000	PRJ859391	2025-07-10	Inconclusive - Requir...	Intertek	The complaint is Inconclusive....	2025-09-25

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

- 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



QA member dashboard : Feedback Form

Investigations

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

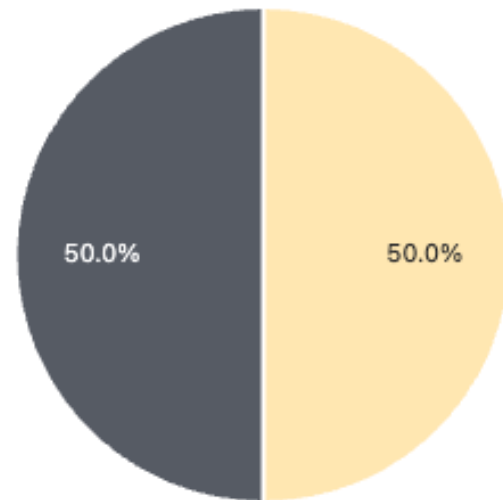
Investigations Initiated

2

CAR Generated

0

Investigations Initiated

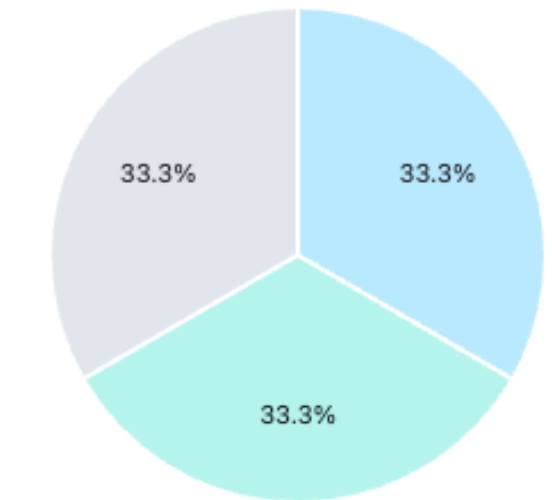


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UAT audit data: 1-14-2025	PRJ500010	2025-08-21	Under Investigation - Gat...	TUV Rheinland USA Key...		

...

Feedback Form

Complaint Form

Download Bulk Complaint Templ...

Filter

Share your feedback via the Feedback Form

Brand Suggestion/Feedback Form

Brand *

Contact Name *

Contact Email *

Workstream name

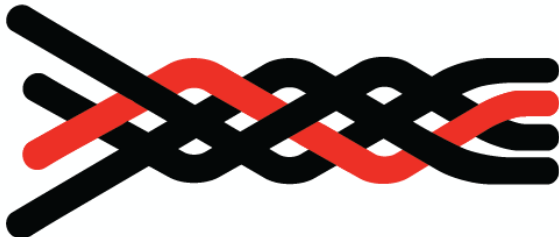
Idea Description *

Focus *

- Global
- Regional

Impact Level *

- High
- Medium
- Low





Thank you!

www.slconvergence.org



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