

# FOOTWEAR AND LEATHER DEFECT ANALYSIS SERVICE

## THE SERVICE

Footwear and leather product manufacturing involve complex supply chains which offer many potential sources of defects and problems which may lead to product complaints and rejection. These defects may be of a performance, aesthetic or safety nature but all may result in significant financial cost through lost sales revenue or product returns.

In order to be able to reduce and eliminate these product issues, an in-depth knowledge of how individual components are manufactured and assembled to produce the final footwear or leather product is required. This understanding, supported by appropriate analysis, allows the defects to be analysed and addressed.

SGS has dedicated experts supported by the world's most extensive analytical laboratories and a team experienced in identifying root causes of problems occurring along the consumer product supply chain. This knowledge enables corrective actions to be taken to reduce and eliminate future occurrences of the issues.



# EXAMPLES OF DEFECTS IDENTIFIED

There is a wide range of issues that our defect analysis service team can identify. Some of these problems can occur during production whilst others only appear once the product has been shipped or even after use by the consumer. Whether the problem is due to the product design, a component manufacturing issue or incompatible construction techniques, our service team will support you in eradicating this from future deliveries.

Example 1



**Issue:** Shoes showing differential wear characteristics after consumer use

**Root cause:** Identified as an issue with cutting area from wrong part of the hide

**Recommendation:** Work with footwear factory to ensure vamp and 'A' areas are cut from the appropriate part of the hide

Example 2



**Issue:** Shoes show poor break even before wear

**Root cause:** Identified a construction issue of incompatible flex properties of the upper and lining

**Recommendation:** Work with product design and footwear factory to create the right construction

Example 3



**Issue:** Leather case showing white haze on the surface

**Root cause:** Identified a 'blooming' issue caused by temperature changes during storage and transport

**Recommendation:** Work with tannery to remove natural fatty acids and select more suitable processing chemicals

## ENQUIRIES

For enquiries on the Footwear and Leather Defect Analysis Services, please contact SGS Global Softlines Development Office ([Global.SL@sgs.com](mailto:Global.SL@sgs.com)). The first stage of the process will be to review the products and provide an initial estimate quote before work commences.

As with any defect analysis, various stages may be necessary to identify the root cause. By balancing the cost of analysis with the cost of the assessment we always focus on offering the best value. This is achieved by assessing the most likely potential causes first and then working through until the defect is identified.

At each stage we will provide regular updates along with an update on cost to ensure the transparency of this project.

## ABOUT SGS

Headquartered in Switzerland, SGS is the world's leading inspection, verification, testing and certification company. Founded in 1878, SGS is recognised as the global benchmark in quality and integrity. We operate a network of over 1,650 offices and laboratories around the world with nearly 80,000 employees.

SGS Global Softlines has an extensive network of over 40 laboratories worldwide, with a strong team of committed professionals from multi-disciplinary backgrounds. Our internationally accredited state-of-the-art testing laboratories offer a comprehensive range of physical, chemical and functional testing services for components, materials or finished products. We help your company ensure the quality and performance needs and comply with international, industrial and regulatory standards worldwide.

## CONTACT US

To learn more about our services, please visit us at [www.sgs.com/softlines](http://www.sgs.com/softlines) or contact our representatives for more information.

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