

Here's how to...

Complete a Quality Control Form (QC)

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| What's the QC program? | <p>The Quality Control (QC) program is designed to provide Kahala franchisees a streamlined process for reporting product quality concerns. Filling out a QC form allows stores within the Kahala system to provide the information needed for Kahala to address quality control issues. The QC Form helps Kahala identify if an issue is isolated, across a region or system-wide.</p> |
| How do I know if I have to complete the QC form? | <p>Franchisees (or their store managers) are required to complete and submit a QC form anytime an authorized product purchased through an authorized distributor is found to be compromised prior to code date and while still in the sealed packaging. Issues with the product may be visible by inconsistencies in size, weight, color, smell, taste, performance, etc. For example,</p> <ul style="list-style-type: none"> • Appearance – If a product looks very different from how it normally looks, complete the QC form. Describe the appearance with specific detail (e.g., discolored, shiny, dull, goopy, dry, crumbly, separated, oily, etc.). • Smell – If a product does not smell how it normally should, complete the QC form. Describe the smell with specific detail (e.g., rancid, old, burnt, sour, etc.). • Taste – If a product does not taste how it normally should, complete the QC form. Describe the taste with specific detail (e.g., salty, sour, chalky, bland, sweet, etc.). • Other – If a product looks fine from the outside at the time of delivery, but when opened is the <i>incorrect product or performs differently or shows some other quality that is of concern or unusual</i>, complete the QC form and contact your distributor. • Dents or Tears -- If you receive product that has a dent or tear in the case and the product inside is fine, do not complete a QC form. Contact your distributor for assistance. <div data-bbox="1214 520 1497 821"> <p>After completing the QC form</p> <ul style="list-style-type: none"> • Check to ensure you've provided specific and detailed descriptions of the issue. • Submit the form immediately to Kahala. </div> |
| QC issue? Do not toss the product | <p>Quarantine any product in question. Directly on the product, clearly write "QC HOLD – DO NOT USE." Do not throw the product away. You will need the case to complete the QC form. Also some suppliers may request their product be sent back for analysis. Throw the product away only if and when instructed to do so by a Kahala representative.</p> |
| Your QC steps... <i>Completing and submitting a QC Form does not guarantee credit from your distributor</i> | <p>If there is a quality concern—something that fits the QC criteria above (and not just a dented case, for example), follow the steps below:</p> <ol style="list-style-type: none"> 1. Contact your distributor so they are aware there is a product quality concern. Let the distributor know if you will need a replacement case and how quickly you will need the recovery sent. 2. Contact your RDO or Area Developer so they are aware there is a quality concern and can help identify if this is a more prevalent concern within the market. 3. Complete and submit the QC form to Kahala either by email or fax (instructions on the form). <p>A Kahala representative will contact the store within 24 hours only if additional information is needed. A Kahala representative will ensure that the supplier and distributor are both notified of the quality concern. The supplier will then work with the distributor if credit is warranted. The store should follow up with their distributor to ensure the proper credit has been issued.</p> |
| How to fill out the form? <i>Access the QC Form from KTEC Online</i> | <p>Most importantly, fill the form out completely. Provide your complete contact information and then be sure to provide all the information you can about the product, including:</p> <ul style="list-style-type: none"> • Distributor name • Manufacturer • Brand • Product manufacturer code • Lot # • Expiration Date • Invoice # • Date Received <div data-bbox="990 1562 1409 1682"> <p>Also check the box to indicate if it is a: Food Quality issue or Foreign Object Found in Food issue</p> </div> <p>Failure to provide all necessary information will delay the processing of the form. Please contact your AD/RDO if you need assistance completing the form.</p> |
| Complete and submit for each | <p>A new form must be completed for every product quality issue. Once completed, save your QC Form as a file on your computer and then send as an email attachment to QCforms@kahalamgmt.com.</p> |
| What if I can't email the form? | <p>You can submit the QC Form via fax to (480) 362-4799.</p> |