Webinar for introduction of RH system

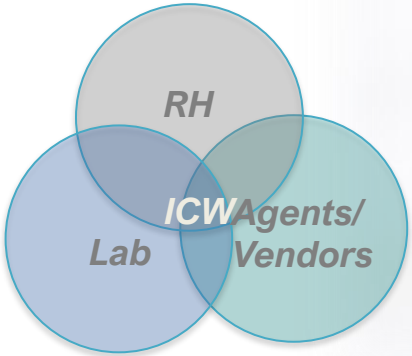
RH (Quality Team)

Webinar Agenda

- Overall introduction to ICW X RH system
  [Background | Account | Project Scope & User Access | Workflow]
- User interface
- Email Notifications
- Q & A

Background

This platform is a web-based solution, for product compliance and testing management, with the collaboration of RH, agents, vendors and authorized laboratories.



Website & Account

1. The website is rh.icw.io

2. User account details will be provided in separate email.

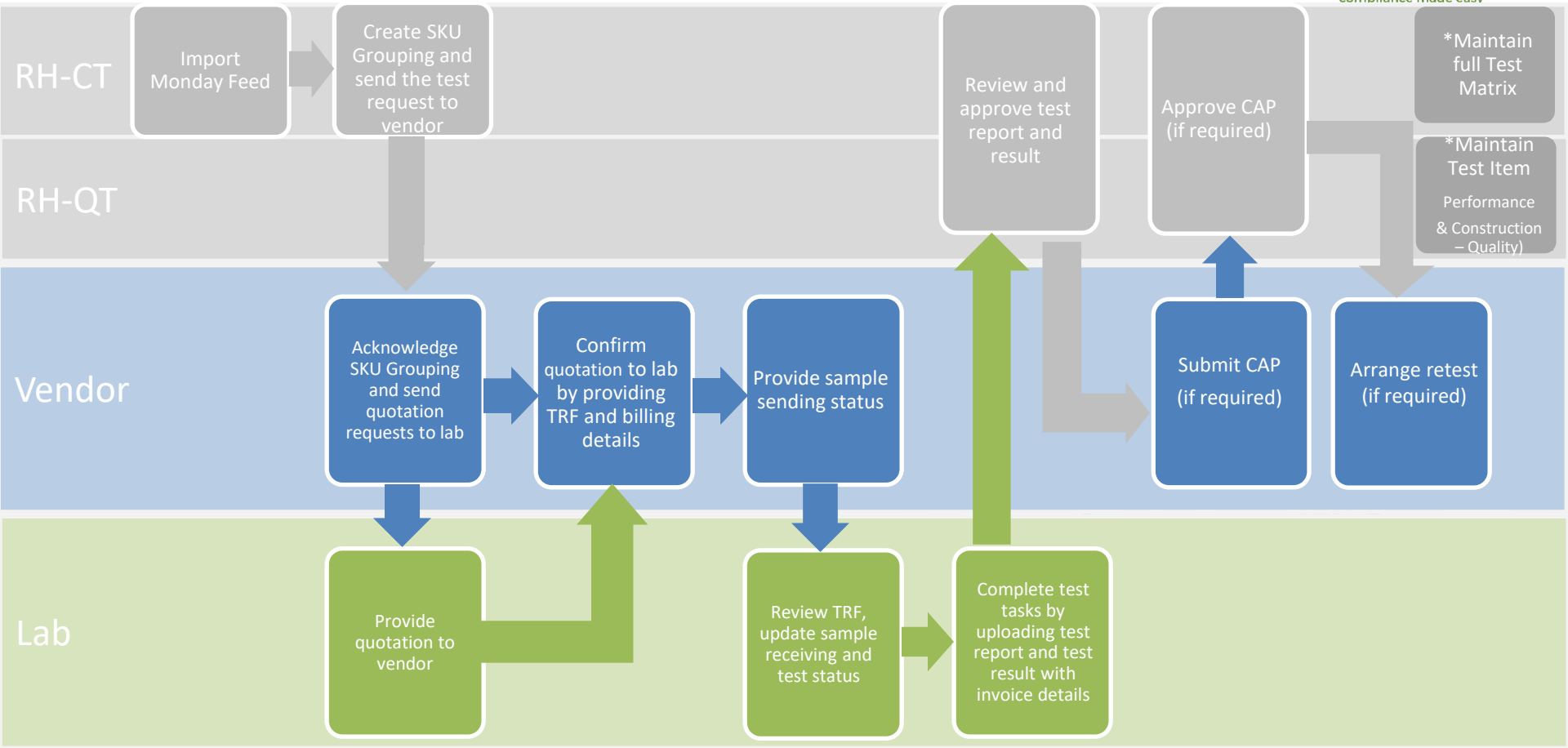
3. Email notifications will be sent regularly by support_rh@icw.io. Please check to ensure the emails are not treated as spam. Recommended to login to the platform daily / regularly and track the SKU / Task status or action.

Project Scope and User Access

	Compliance Team	Quality Team
SKU Visibility	Same	Same
SKU Grouping	Yes (Regulatory & Quality)	Yes (Quality Only)
Test Report and Result Approval	Yes (Regulatory)	Yes* (Quality)
CAP Approval	Yes (Regulatory)	Yes* (Quality)
Test Item (edit/approval/publish)	Yes* (Regulatory & Quality)	Yes* (Quality)
Test Matrix (edit/approval/publish)	Yes (Regulatory & Quality)	Yes for Edit; No for approval/publish (Quality only)
Brand / Sub-Category (edit/approval)	Yes	No

Note:
*Only specific user has the right to approve & publish
Data migration will be handled in next phrase

Overall workflow



User Interface - RH

There are four (4) core sections be found on the top navigator bar:

- **New SKU** – Newly created SKU pending for Grouping.
  Action Required for Compliance Team.

- **All SKU** – Provide Prime and PIM SKU status for regulatory tests by export market (US, EU, UK) and quality test in different traffic light color / icon.
  Action Required for Compliance Team and Quality Team.

- **Task List** – List all the test tasks after SKU acknowledgement for Prime SKU with task progress and test level result for each test task.
  View only.

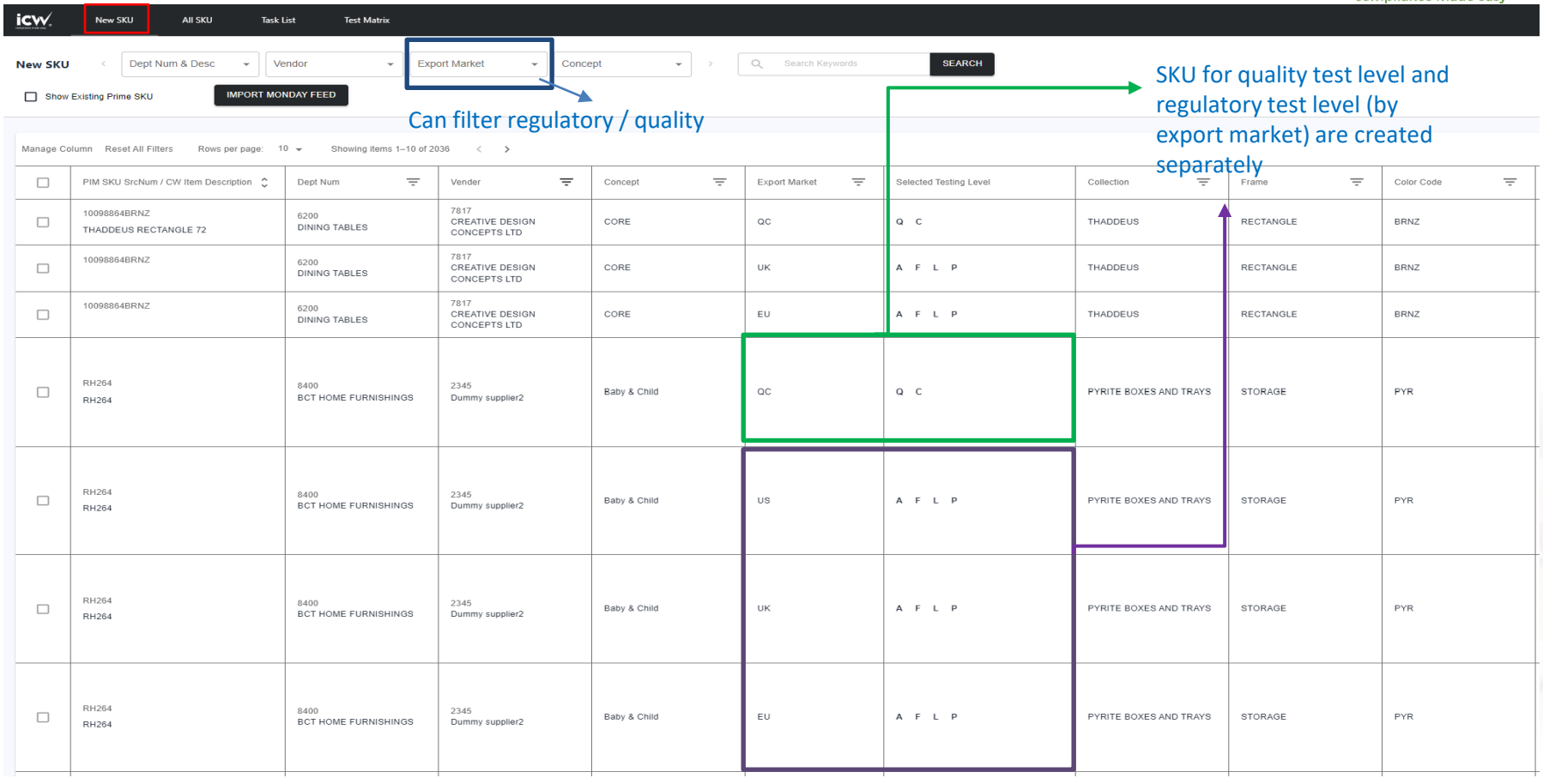
- **Test Matrix** – Listing testing items, test matrix, change request and sub- categories for all the product categories of RH for maintenance and approval.
  Action Required for Compliance Team and Quality Team.

New SKU

Show all created SKU pending for SKU grouping

Access:	
RH	√

compliance made easy

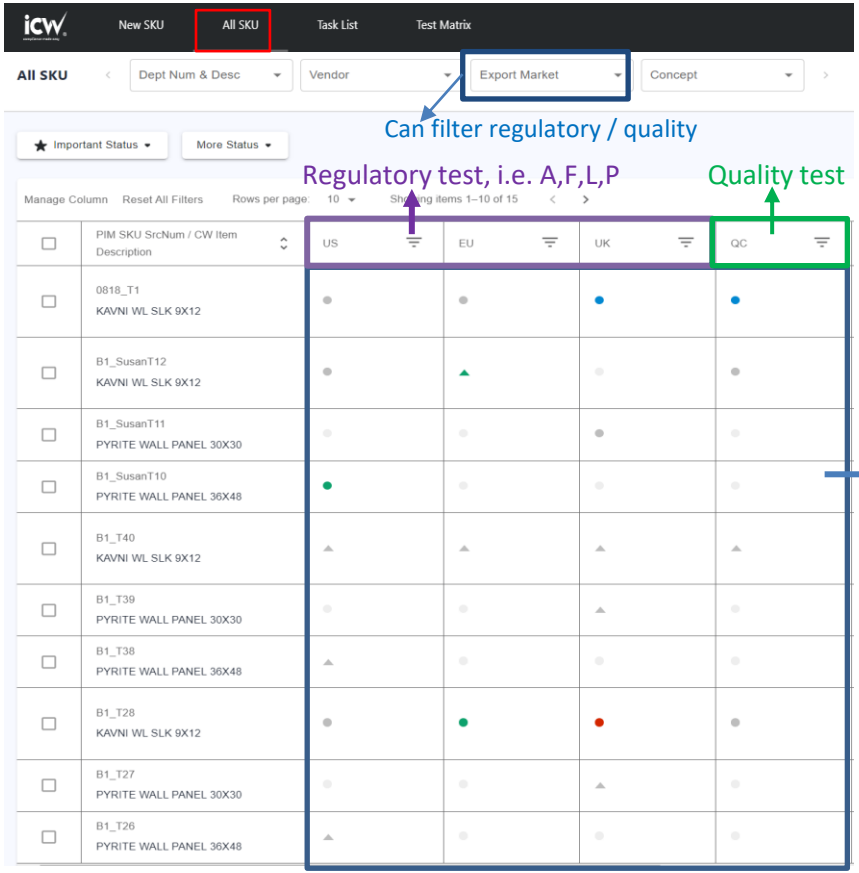


PIM SKU SrcNum / CW Item Description	Dept Num	Vender	Concept	Export Market	Selected Testing Level	Collection	Frame	Color Code
10098864BRNZ THADDEUS RECTANGLE 72	6200 DINING TABLES	7817 CREATIVE DESIGN CONCEPTS LTD	CORE	QC	Q C	THADDEUS	RECTANGLE	BRNZ
10098864BRNZ	6200 DINING TABLES	7817 CREATIVE DESIGN CONCEPTS LTD	CORE	UK	A F L P	THADDEUS	RECTANGLE	BRNZ
10098864BRNZ	6200 DINING TABLES	7817 CREATIVE DESIGN CONCEPTS LTD	CORE	EU	A F L P	THADDEUS	RECTANGLE	BRNZ
RH264 RH264	8400 BCT HOME FURNISHINGS	2345 Dummy supplier2	Baby & Child	QC	Q C	PYRITE BOXES AND TRAYS	STORAGE	PYR
RH264 RH264	8400 BCT HOME FURNISHINGS	2345 Dummy supplier2	Baby & Child	US	A F L P	PYRITE BOXES AND TRAYS	STORAGE	PYR
RH264 RH264	8400 BCT HOME FURNISHINGS	2345 Dummy supplier2	Baby & Child	UK	A F L P	PYRITE BOXES AND TRAYS	STORAGE	PYR
RH264 RH264	8400 BCT HOME FURNISHINGS	2345 Dummy supplier2	Baby & Child	EU	A F L P	PYRITE BOXES AND TRAYS	STORAGE	PYR

“All SKU”

Access:	
RH	√
Agent / Vendor	√

Show all Prime / PIM SKU overall task status

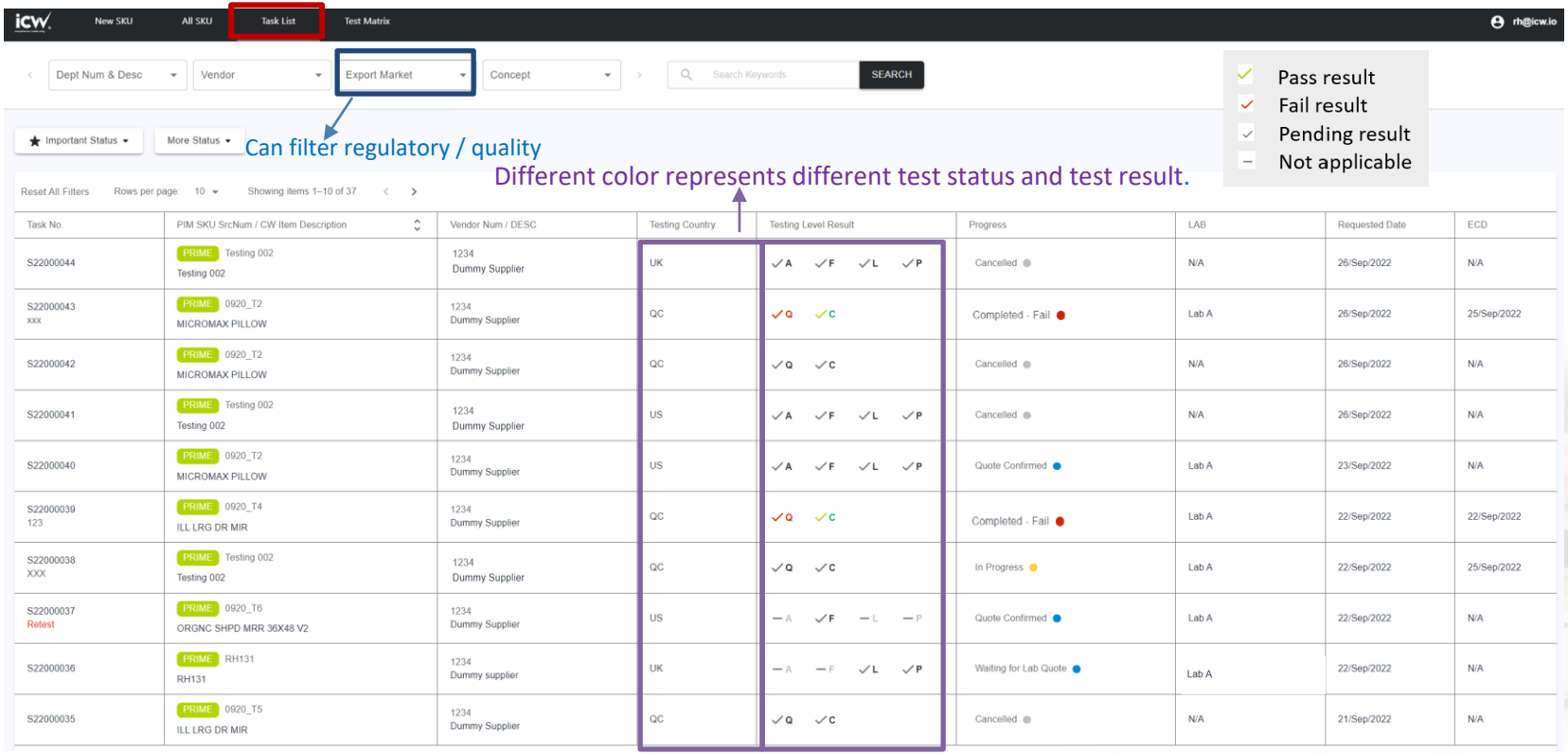


SKU	Traffic Light	Priority	Task / Test Status
Prime	🔴	1	Completed test status with Fail Test Result / Completed test status and Reject-Update Report / Completed test status and Reject-Request CAP / Completed test status and CAP Rejected
	⚫	2	Task Pending / Task Pending (Retest) / CAP Pending Approval / Cancelled / Rejected
	🔵	3	Wait For Quote / Quote Available / Quote Confirmed
	🟡	4	Pending / Sample Sent / Sample Received / Test In Progress / Test In Progress – Update Result & Reports
	🟢	5	Completed test status with Pass Test Result / Completed test status and Approved Pass Test Result / Completed test status and Approved Conditional Pass Test Result / Completed test status with CAP Approved
PIM	🔺	1	Any involved PRIME SKU with status 🔴
	🔺	2	Any involved PRIME SKU with status ⚫
	🔺	3	Any involved PRIME SKU with status 🔵
	🔺	4	Any involved PRIME SKU with status 🟡
	🔺	5	All involved PRIME SKU with status 🟢

"Task List"

Only show PRIME SKU test task after SKU acknowledgement

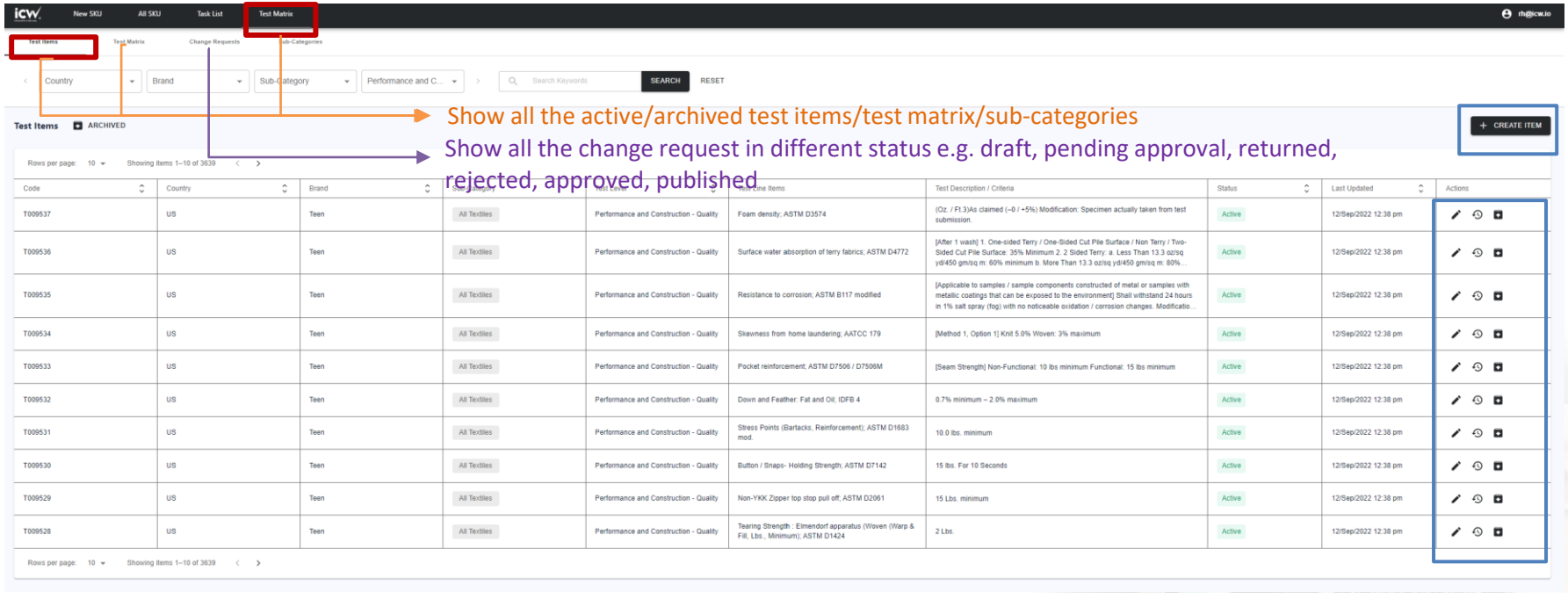
Access:	
RH	√
Agent / Vendor	√
Lab	√



Task No.	PIM SKU SrcNum / CW Item Description	Vendor Num / DESC	Testing Country	Testing Level Result	Progress	LAB	Requested Date	ECD
S22000044	PRIME Testing 002 Testing 002	1234 Dummy Supplier	UK	✓A ✓F ✓L ✓P	Cancelled	N/A	26/Sep/2022	N/A
S22000043 xxx	PRIME 0920_T2 MICROMAX PILLOW	1234 Dummy Supplier	QC	✓Q ✓C	Completed - Fail	Lab A	26/Sep/2022	25/Sep/2022
S22000042	PRIME 0920_T2 MICROMAX PILLOW	1234 Dummy Supplier	QC	✓Q ✓C	Cancelled	N/A	26/Sep/2022	N/A
S22000041	PRIME Testing 002 Testing 002	1234 Dummy Supplier	US	✓A ✓F ✓L ✓P	Cancelled	N/A	26/Sep/2022	N/A
S22000040	PRIME 0920_T2 MICROMAX PILLOW	1234 Dummy Supplier	US	✓A ✓F ✓L ✓P	Quote Confirmed	Lab A	23/Sep/2022	N/A
S22000039 123	PRIME 0920_T4 ILL LRG DR MIR	1234 Dummy Supplier	QC	✓Q ✓C	Completed - Fail	Lab A	22/Sep/2022	22/Sep/2022
S22000038 XXX	PRIME Testing 002 Testing 002	1234 Dummy Supplier	QC	✓Q ✓C	In Progress	Lab A	22/Sep/2022	25/Sep/2022
S22000037 Retest	PRIME 0920_T6 ORGNC SHPD MRR 36X48 V2	1234 Dummy Supplier	US	– A ✓F – L – P	Quote Confirmed	Lab A	22/Sep/2022	N/A
S22000036	PRIME RH131 RH131	1234 Dummy supplier	UK	– A – F ✓L ✓P	Waiting for Lab Quote	Lab A	22/Sep/2022	N/A
S22000035	PRIME 0920_T5 ILL LRG DR MIR	1234 Dummy Supplier	QC	✓Q ✓C	Cancelled	N/A	21/Sep/2022	N/A

“Test Matrix”

Access:	Test Item	Test Matrix	Change Requests	Sub-Categories
RH	√	√	√	√
Agent / Vendor		√		
Lab		√		

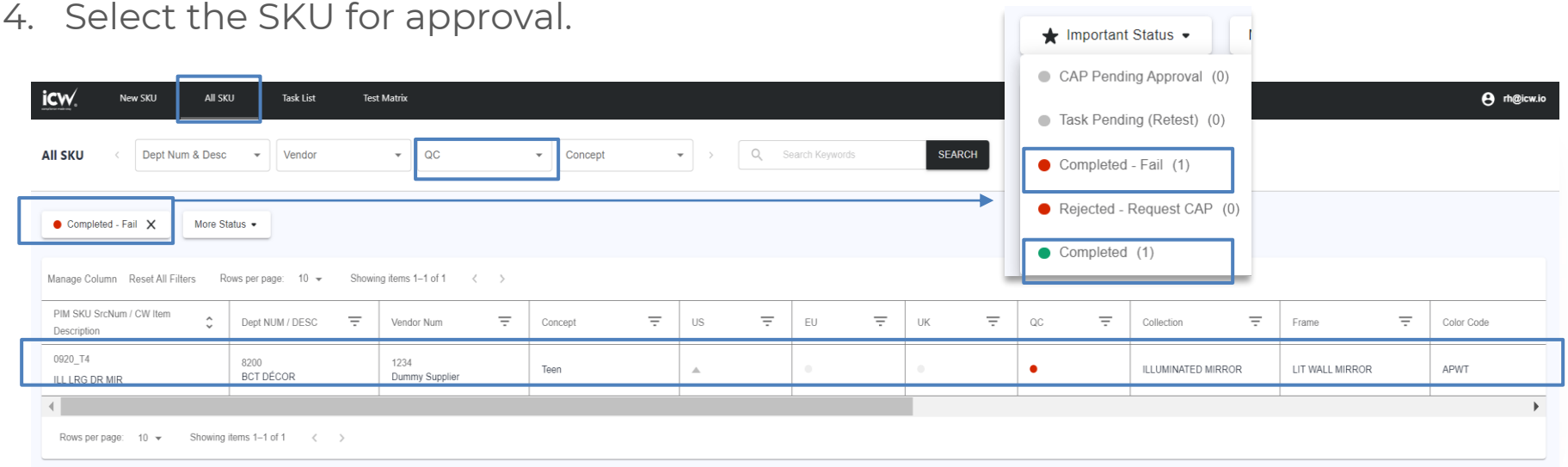


edit change log archive

Approval of Test Report & Result

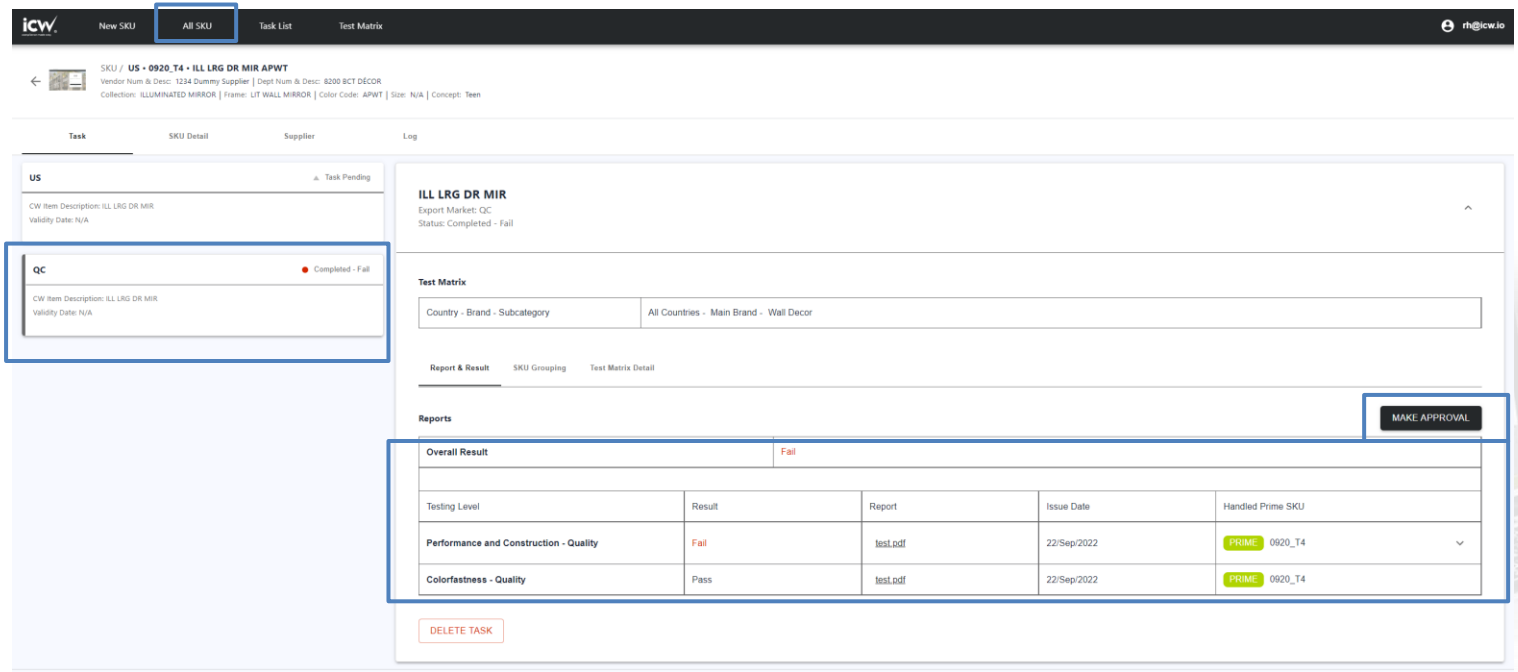
Approval of Test Report & Result

1. Go to **All SKU** Page, filter Export Market>**QC**.
2. Filter **Important Status>Completed**: means Test Result is Passed and waiting for approval.
3. Filter **Important Status> Select Completed – Fail**: means Test Result is Failed and waiting for approval.
4. Select the SKU for approval.



Approval of Test Report & Result

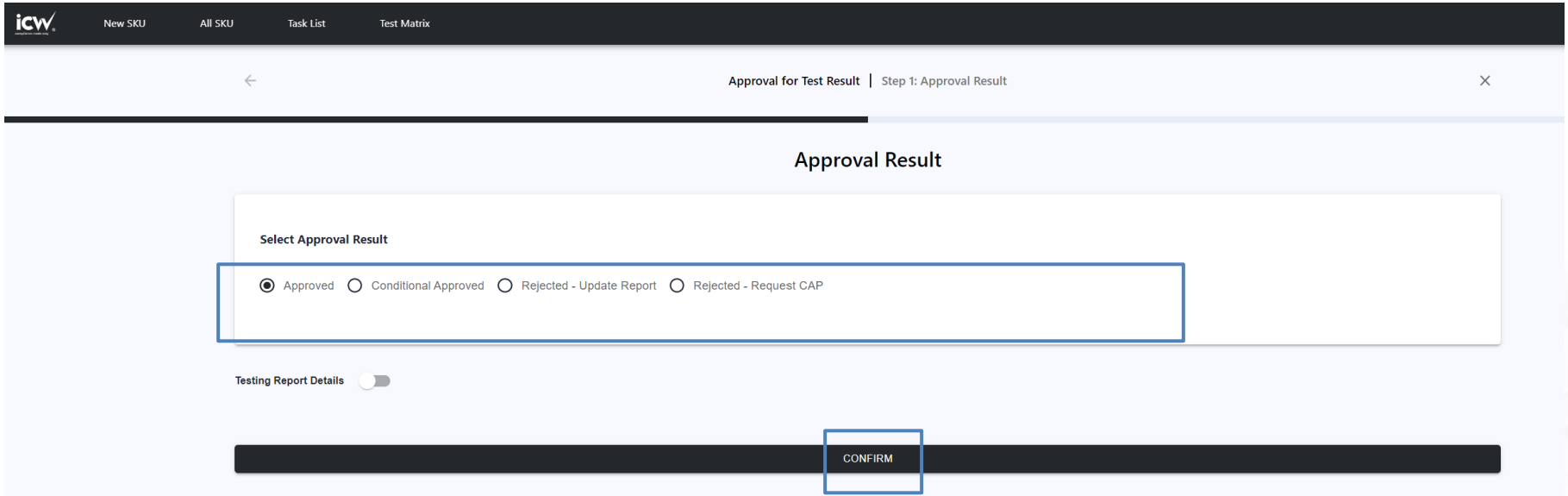
1. Select **QC** Task.
2. Review Test Result and Report.
3. Select **MAKE APPROVAL**.



Approval of Test Report & Result

Approved

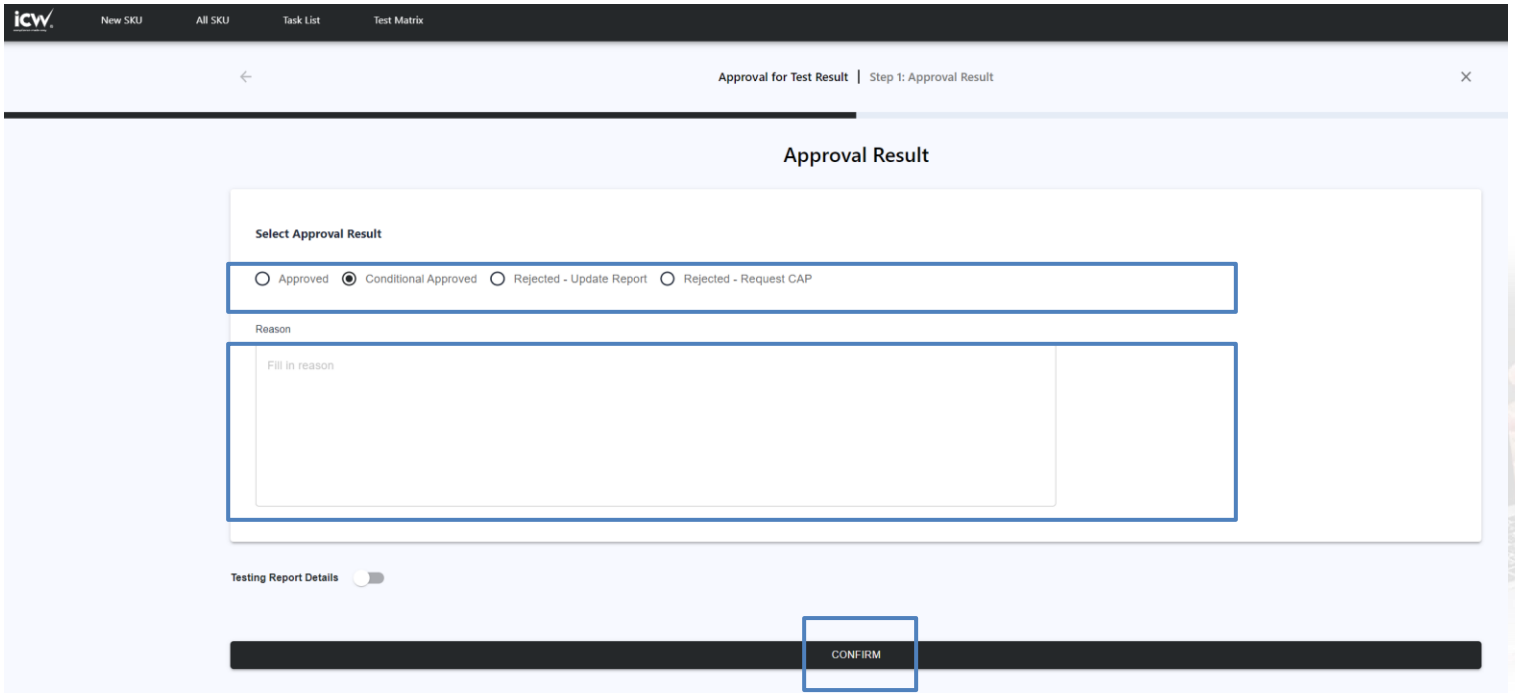
1. Select **Approved** and **CONFIRM**.



Approval of Test Report & Result

Conditional Approved

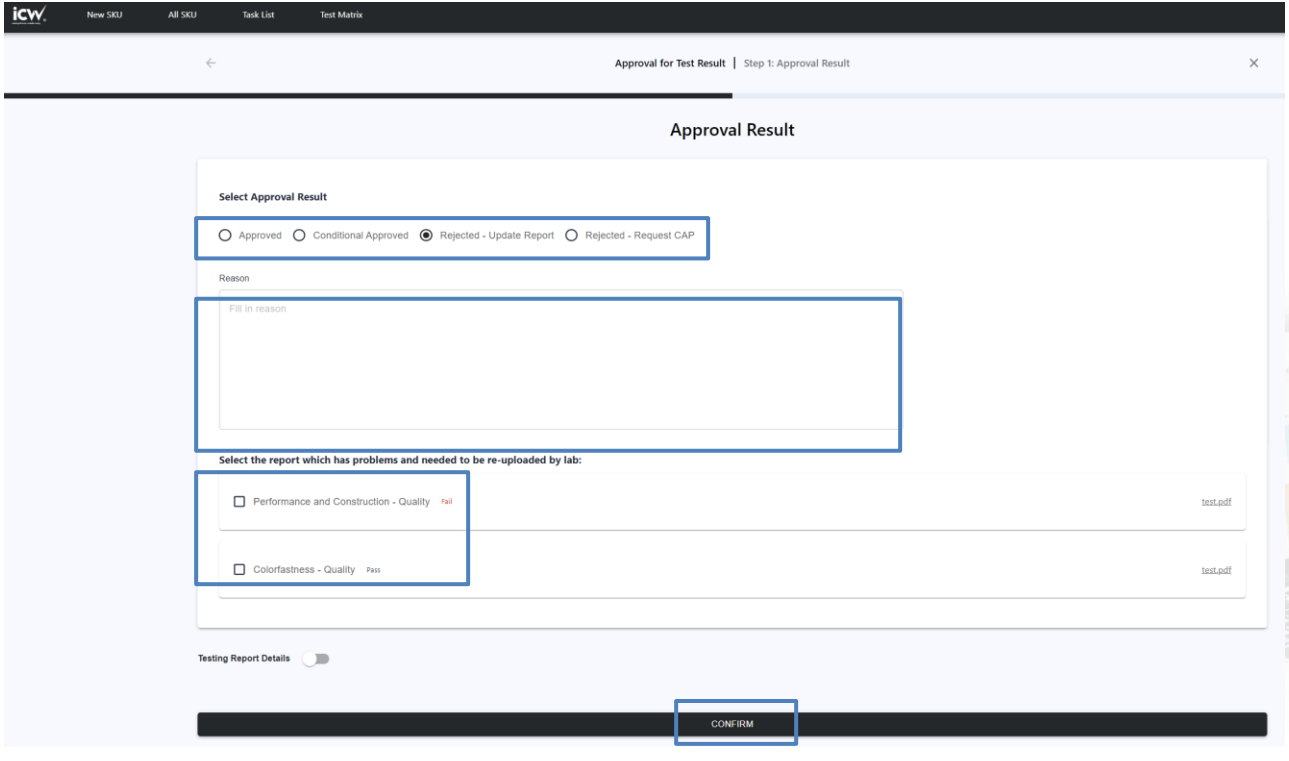
1. Select **Conditional Approved** by providing required details and **CONFIRM**.



Approval of Test Report & Result

Rejected – Update Report

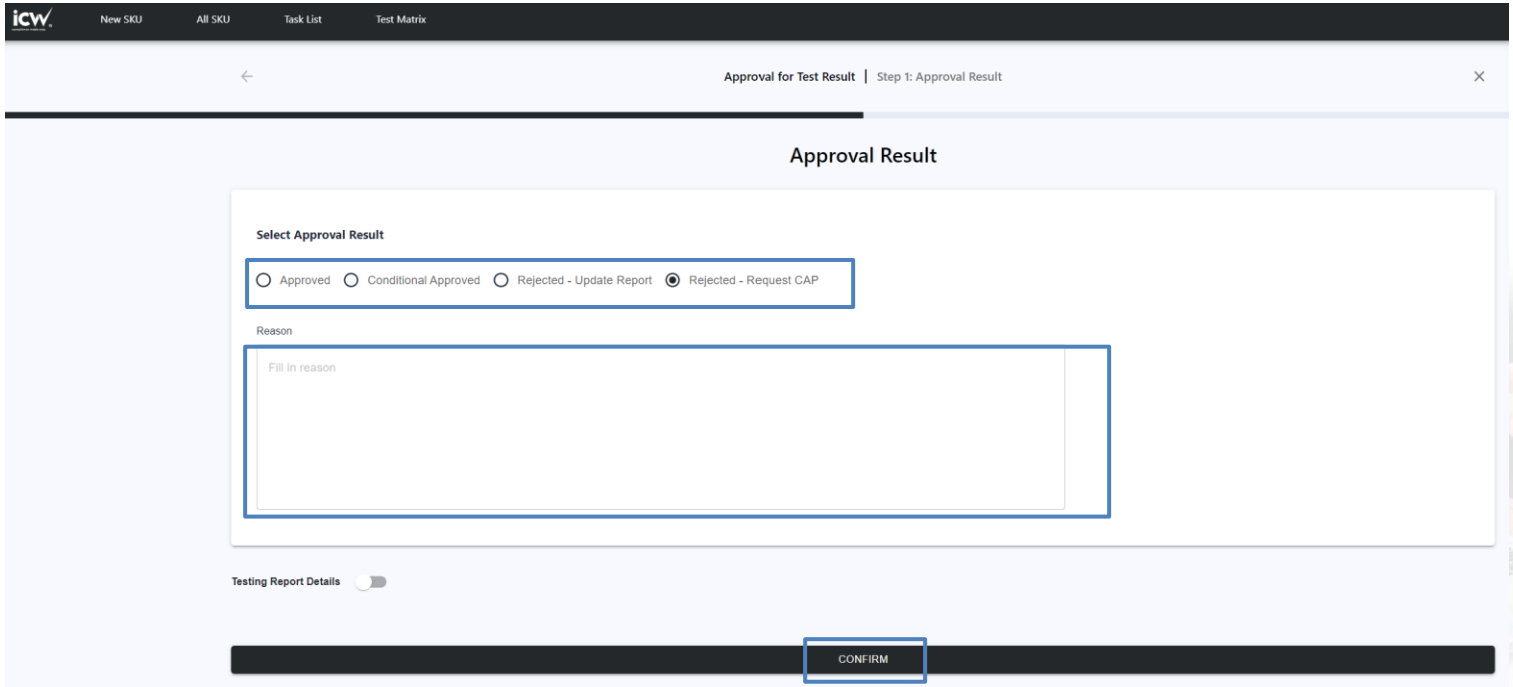
1. Select **Rejected-Update Report** by providing required details and **CONFIRM**.



Approval of Test Report & Result

Rejected – Request CAP

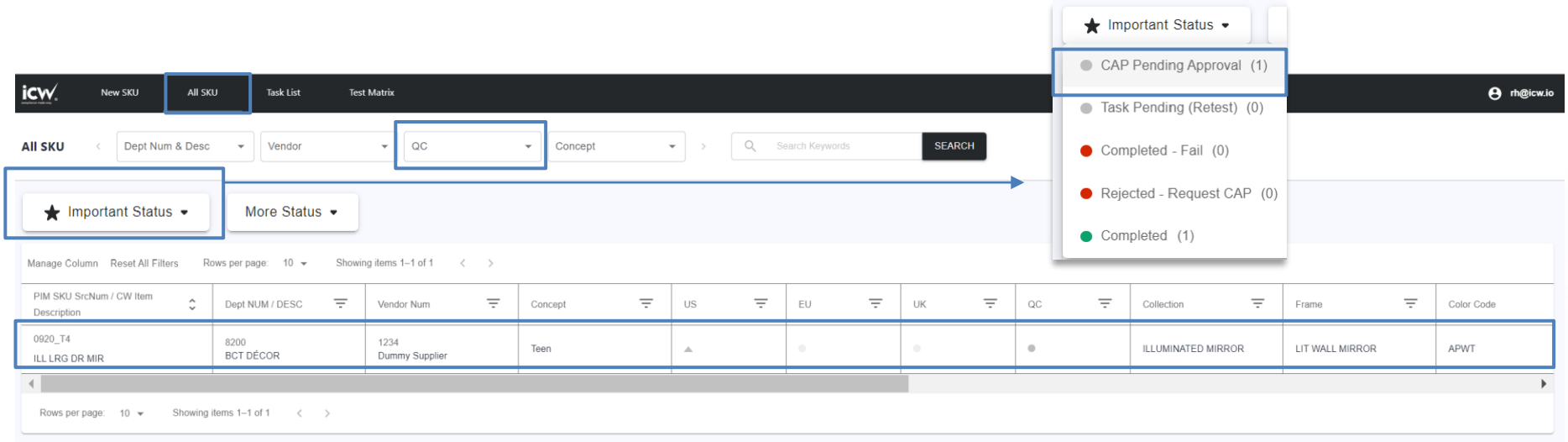
1. Select **Rejected-Request CAP** by providing required details and **CONFIRM**.



Approval of CAP

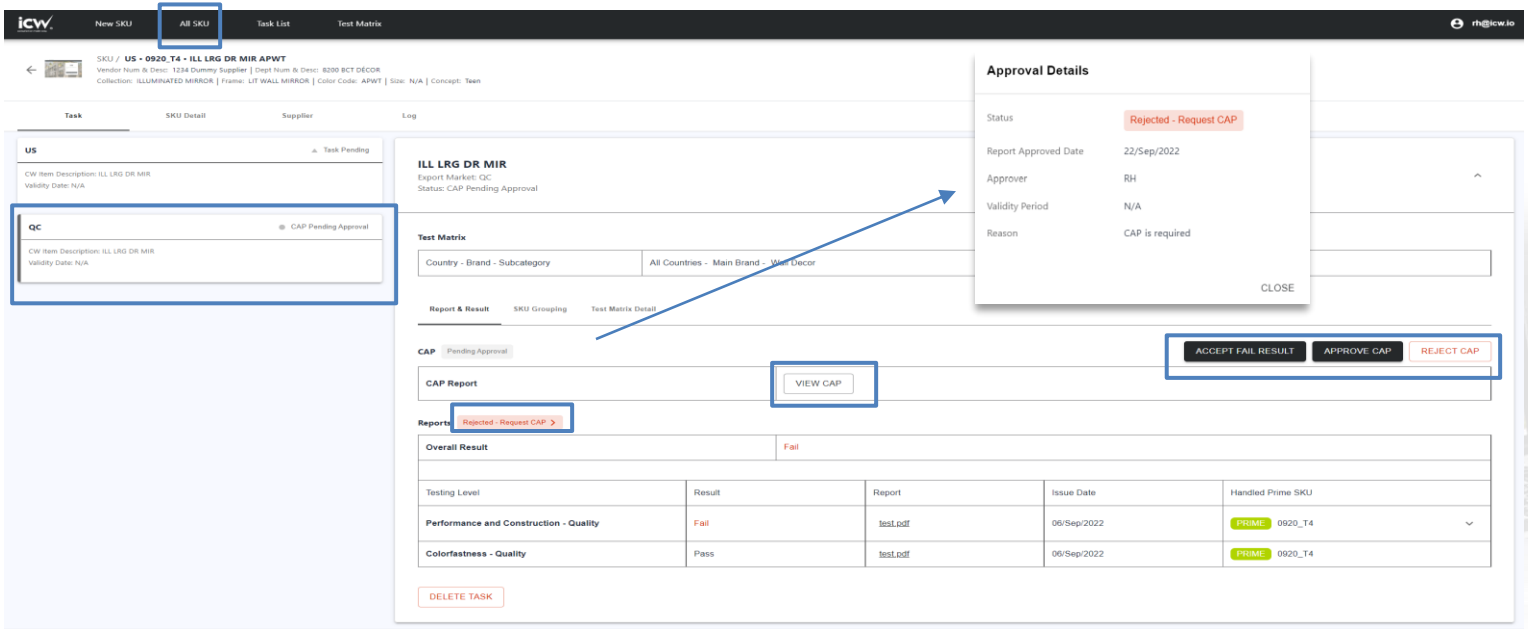
Approval of CAP

1. Go to **All SKU** Page, filter Export Market>**QC**.
2. Filter **Important Status>CAP Pending Approval**.
3. Select the SKU for approval.



Approval of CAP

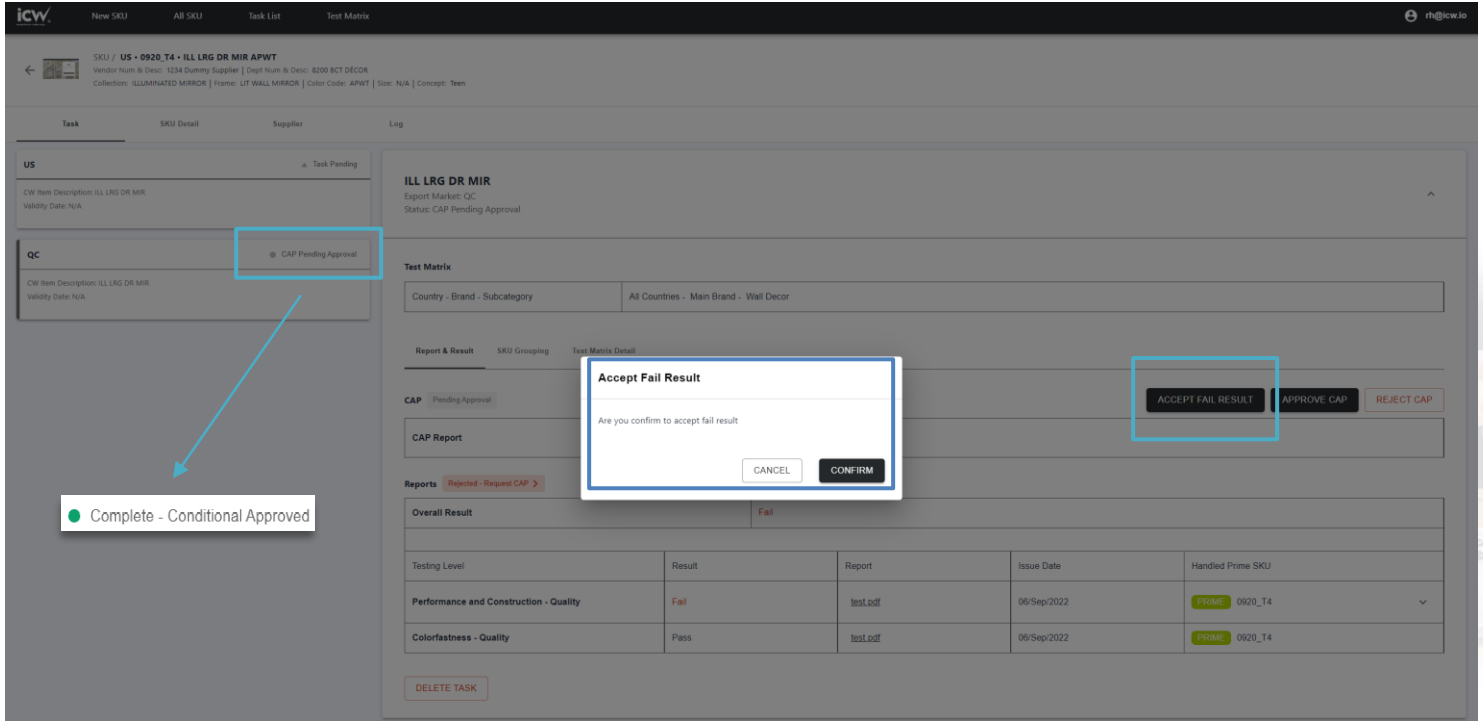
1. Select **QC** Task.
2. Select **Rejected – Request CAP** to view the previous submitted Approval Details.
3. Select **View CAP** to review the CAP submitted by vendor.
4. Select **ACCEPT FAIL RESULT** or **APPROVE CAP** or **REJECT CAP**.



Approval of CAP

ACCEPT FAIL RESULT

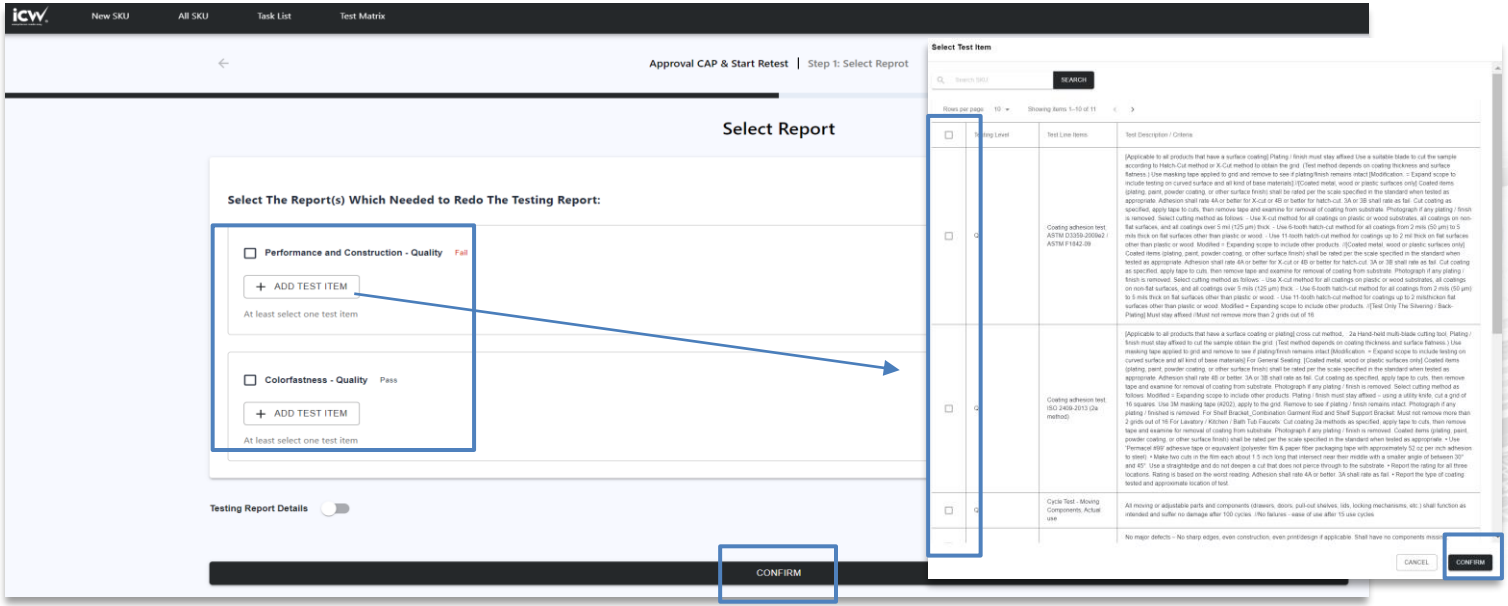
1. Select **ACCEPT FAIL RESULT** and **CONFIRM**.
2. Status will be updated to Complete-Conditional Approved. Retest is not required.

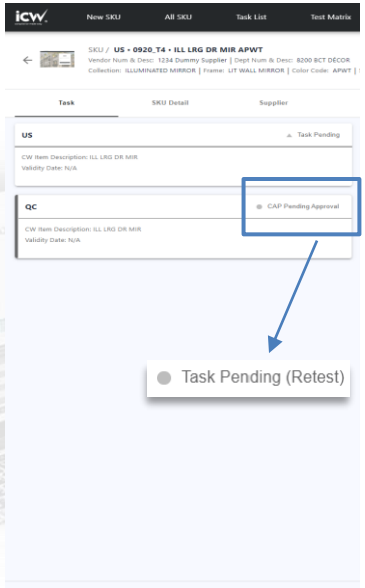


Approval of CAP

APPROVE CAP

1. Select **APPROVE CAP**.
2. Select the test level(s) that required Retest, select +ADD TEST ITEM to add the applicable test line item, and CONFIRM.
3. Status will be updated to Task Pending-Retest.

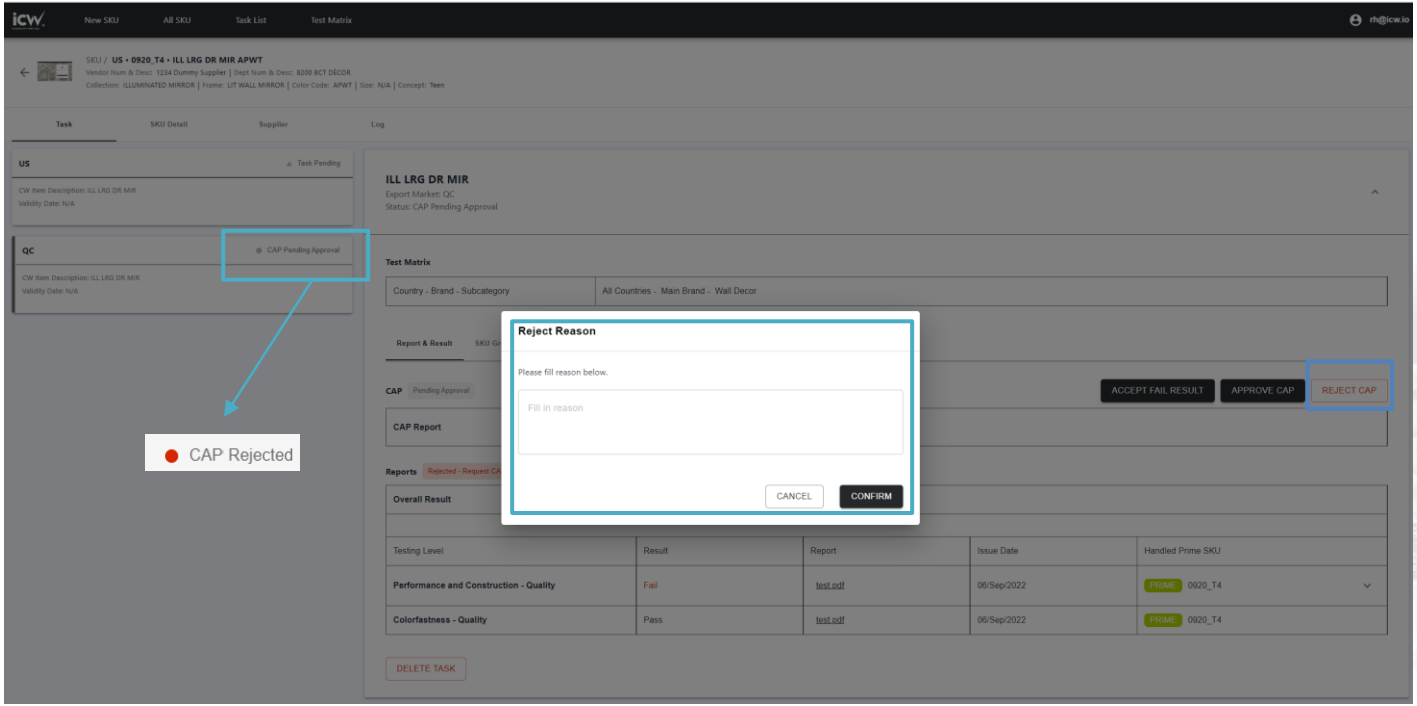




Approval of CAP

REJECT CAP

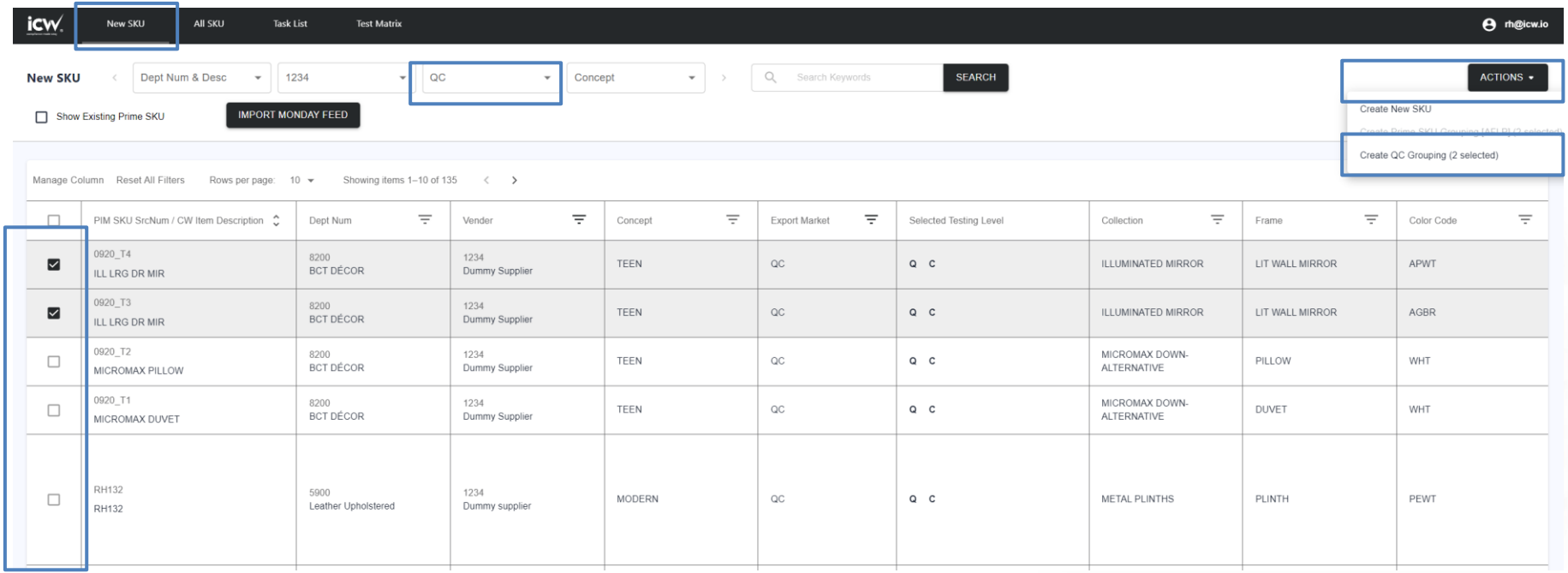
1. Select **REJECT CAP**, provide the **Reject Reason** and **CONFIRM**.
2. Status will be updated to CAP Rejected. Retest is not required.



Create SKU Grouping and Quote

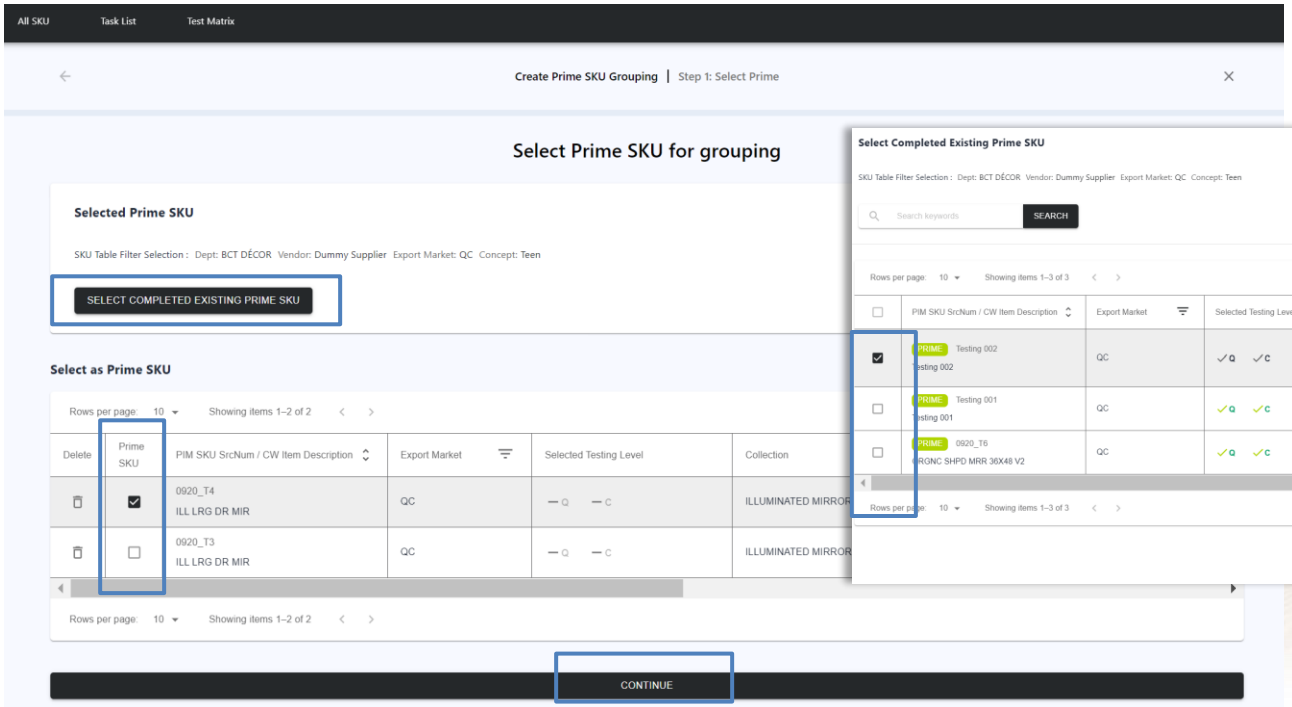
Create SKU Grouping and Quote

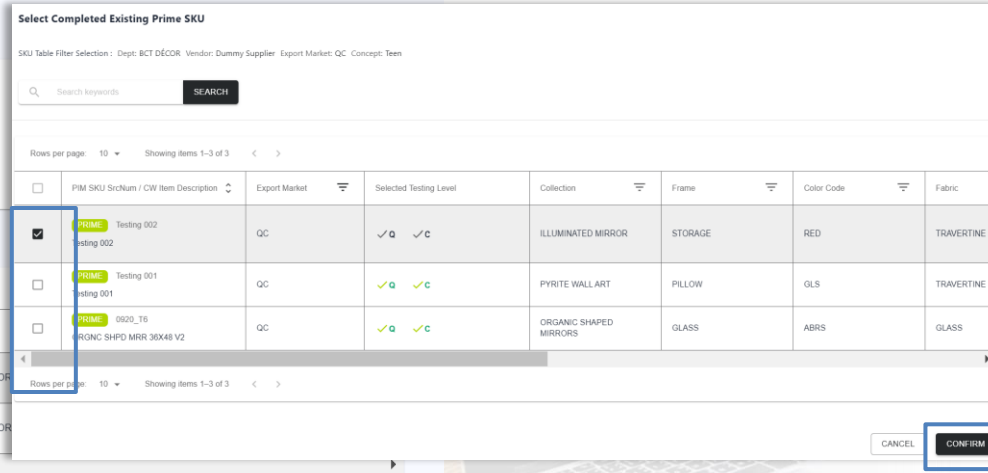
1. Go to **New SKU** page, filter Export Market>**QC**.
2. Select SKU for grouping.
3. Select **ACTIONS>Create QC Grouping**.



Create SKU Grouping and Quote

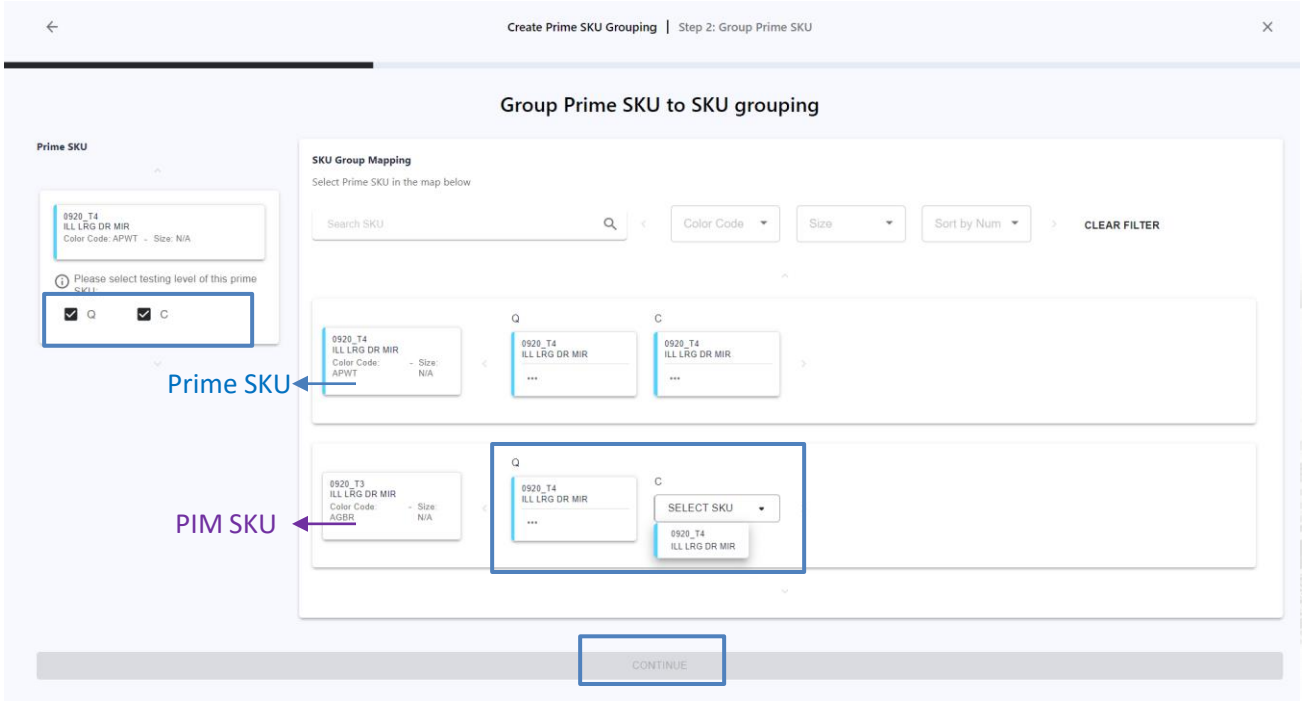
1. Select the SKU(s) as a **Prime SKU** and select **CONTINUE**.
2. Alternatively, **SELECT COMPLETELED EXISTING PRIME SKU** as a Prime SKU.





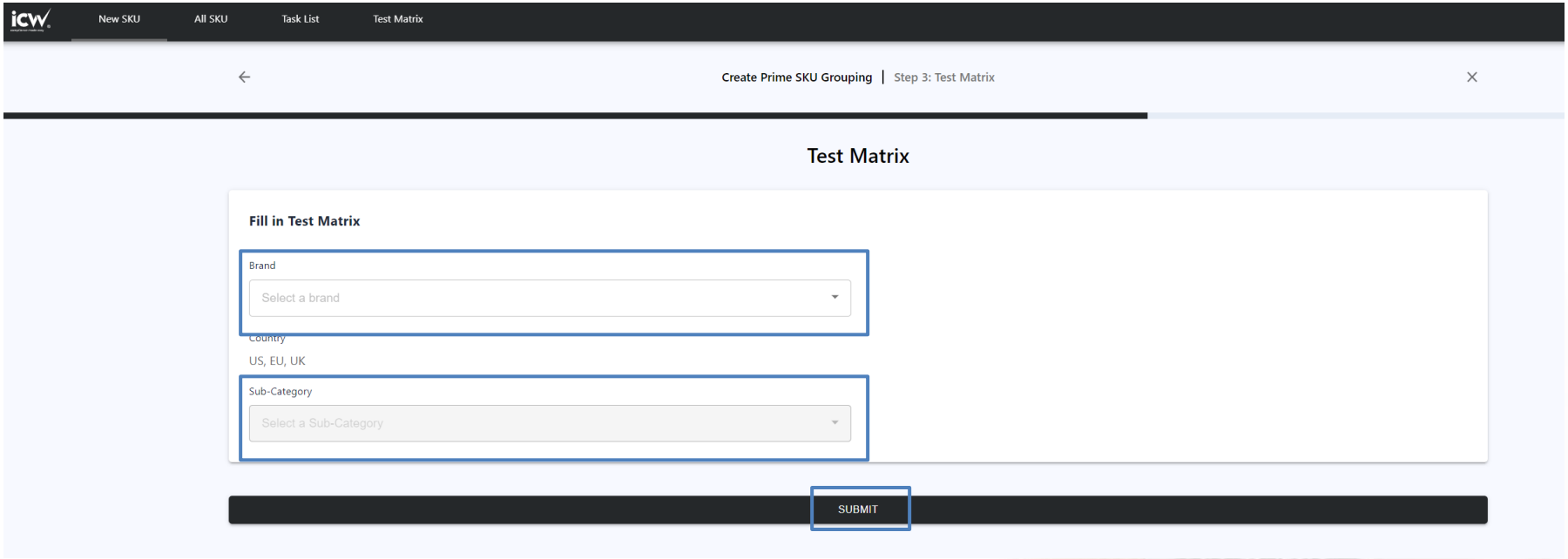
Create SKU Grouping and Quote

1. Select test level for the Prime SKU.
2. Fill the SKU for result referral for each test level for PIM SKU.
3. Select **CONTINUE**.



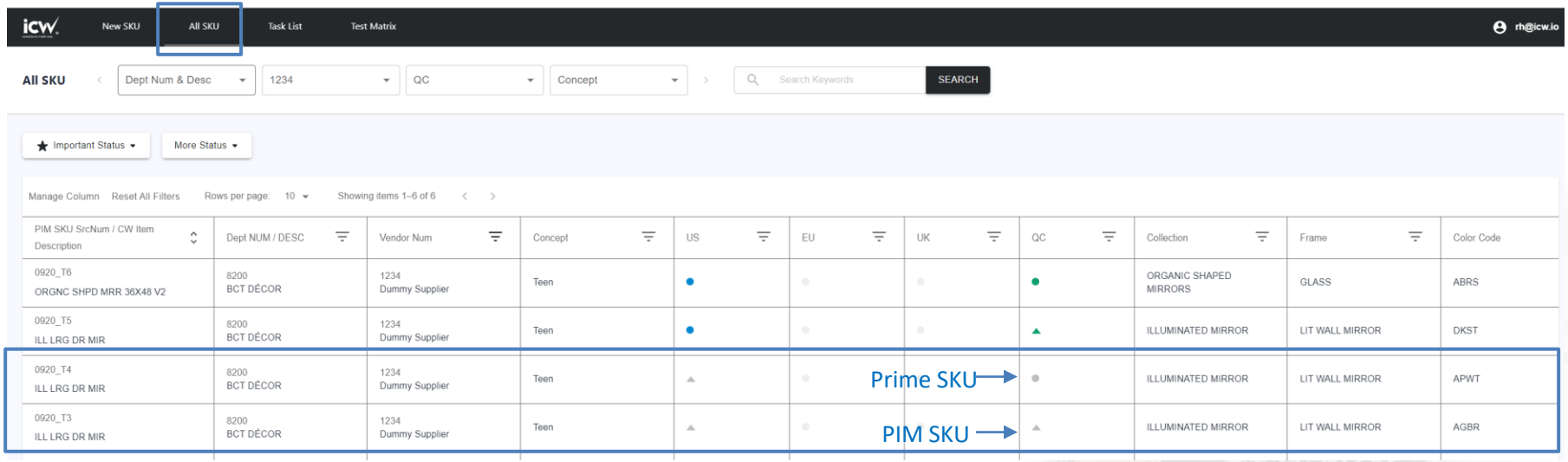
Create SKU Grouping and Quote

1. Select the **Brand** and **Sub-Category**.
2. Select **SUBMIT**.



Create SKU Grouping and Quote

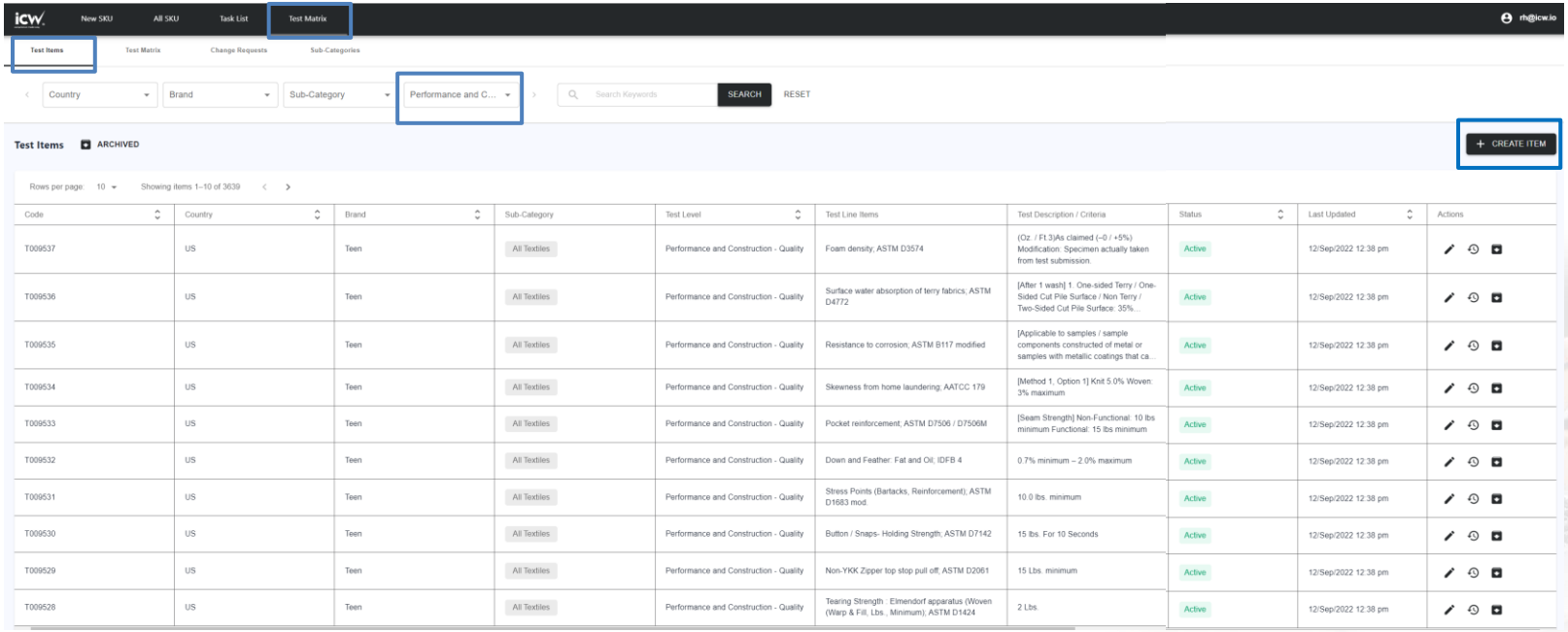
1. SKU Grouping is completed. Vendor will receive notification to Acknowledge.
2. Grouped SKU will no longer be found in New SKU page.
3. You can view the Prime SKU and PIM SKU status in All SKU page.



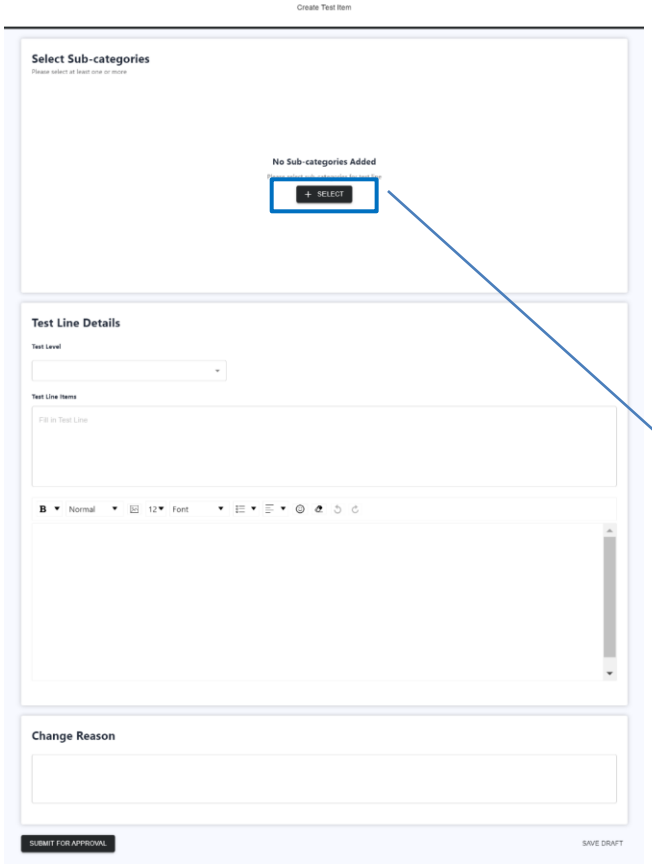
Create Test Item

Create Test Item

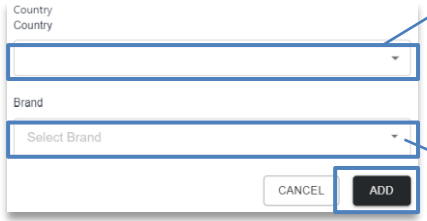
1. Go to **Test Matrix>Test Items** page.
2. Filter Test Level: **Performance and Construction-Quality**.
3. Select **+CREATE ITEM**.

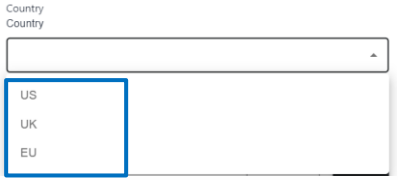


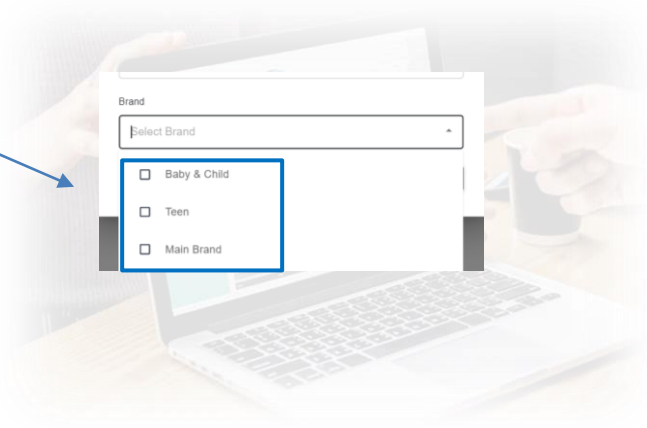
Create Test Item



1. Select **Country**: US, UK, EU (Can only select one)
2. Select **Brand**: MB, B&C, Teen (Multiple selection is allowed)
3. Select **ADD**.



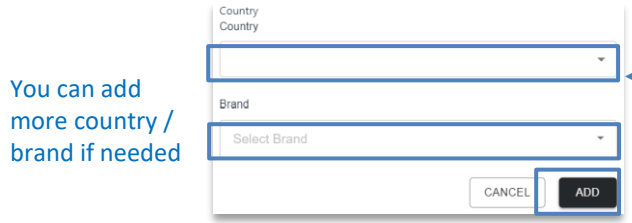




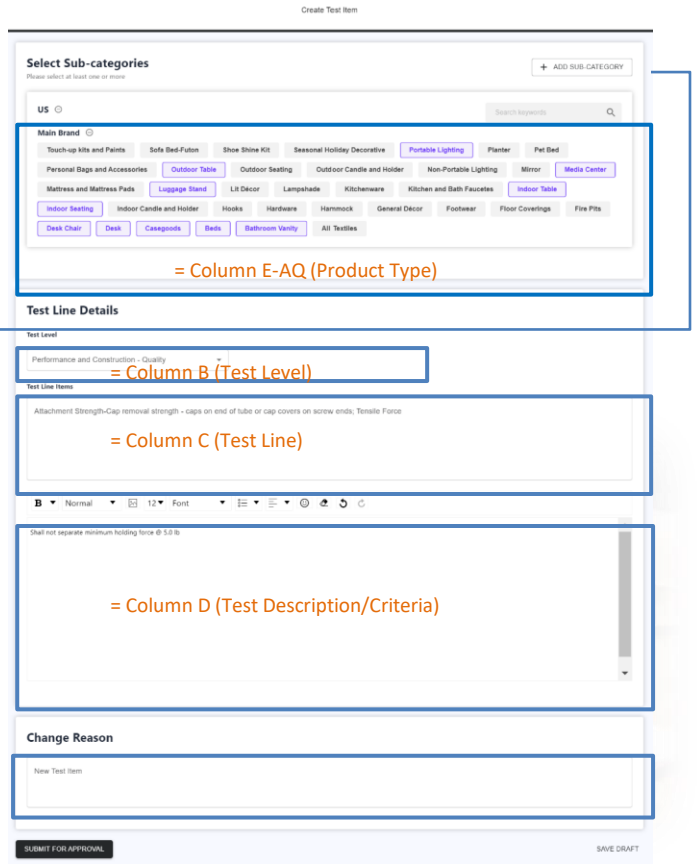
Create Test Item

EXAMPLE

A	B	C	D	H	L	M	N	P	Q	S	T	U	V	W
INSTRUCTIONS: **STEP 1: Find your product type in column E through AQ.** **STEP 2: Filter for "X" in that column. This will display all the requirements (rows 3 through 1003) applicable to that product type and only the requirements applicable to that product type.** **STEP 3 (OPTIONAL): You can further filter on Column B to see the tests included within each test level (e.g., Analytical, Flammability, etc.).**				Table lamp, floor lamp, desk lamp, task lamp, cloche	All beds	Indoor Table	Outdoor Table	Office chair, desk chair	Sofas, dining chair, arm chair, chaise lounge, lounge chair, bar stool, counter stool, pouf	Shelves, bookcase, free-standing chest, file cabinet, hutches, sideboard, drawer chest, dressers, armoir, bureau, nightstand	Desk	With and without sink, tubs	Media console with or without castors or wheels	Luggage Stand
Brand	**Test Level**	**Test Line**	**Test Description/ Criteria**	**Portable Lighting**	**Bed**	**Indoor Table**	**Outdoor Table**	**Desk Chair**	**Indoor Seating**	**Casegoods**	**Desk**	**Bathroom Vanity**	**Media Center**	**Luggage Stand**
Main & Modern	Performance and Construction - Quality	Attachment Strength-Cap removal strength - caps on end of tube or cap covers on screw ends; Tensile Force	Shall not separate minimum holding force @ 5.0 lb	x	x	x	x	x	x	x	x	x	x	x



You can add more country / brand if needed

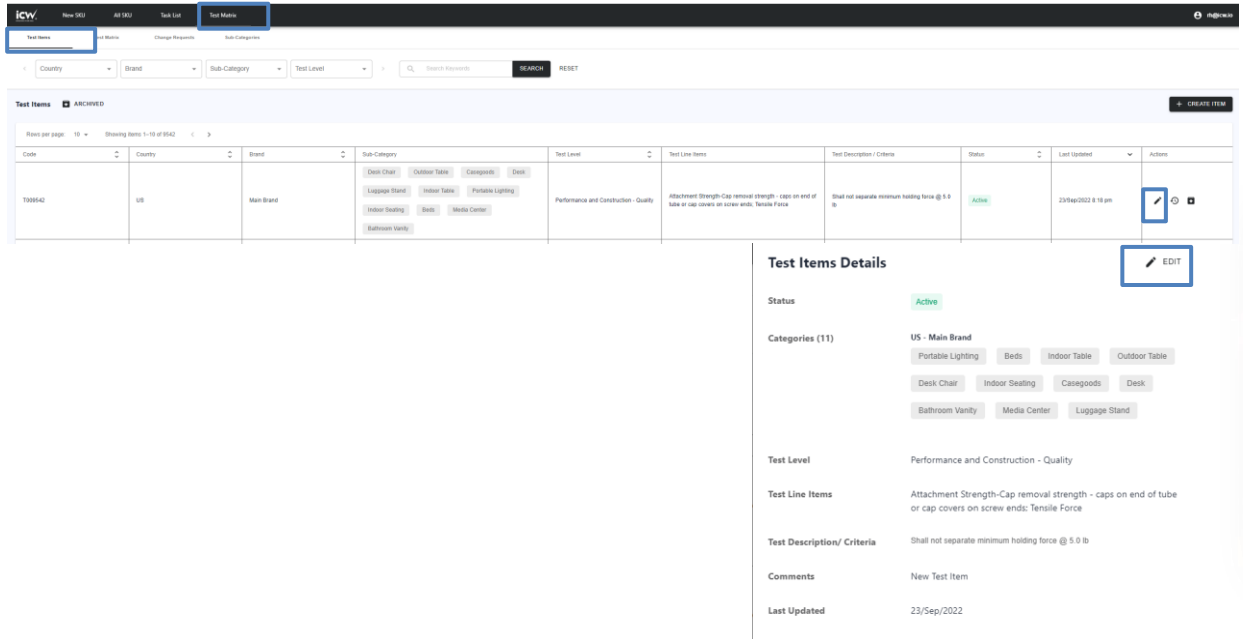


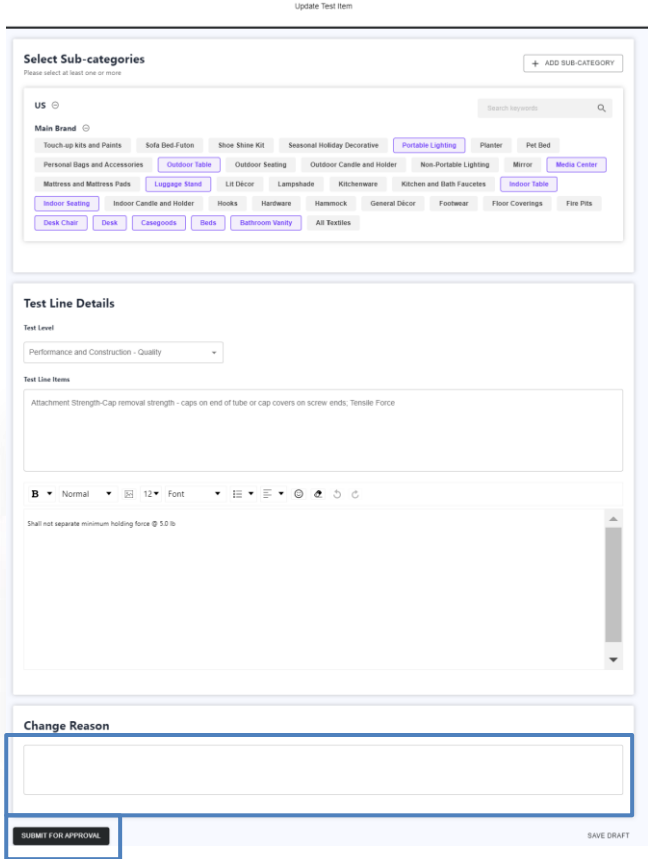
1. Select **Sub-Categories** (Multiple selection is allowed).
2. Select **Test Level: Performance and Construction-Quality**.
3. Provide **Test Line Items**.
4. Provide **Change Reason**.
5. Select **SAVE DRAFT** if it's not ready for approval. You can retrieve the Draft from Change Request page.
6. Select **SUBMIT FOR APPROVAL** when you want to request for approval.

Edit Test Item

Edit Existing Test Item

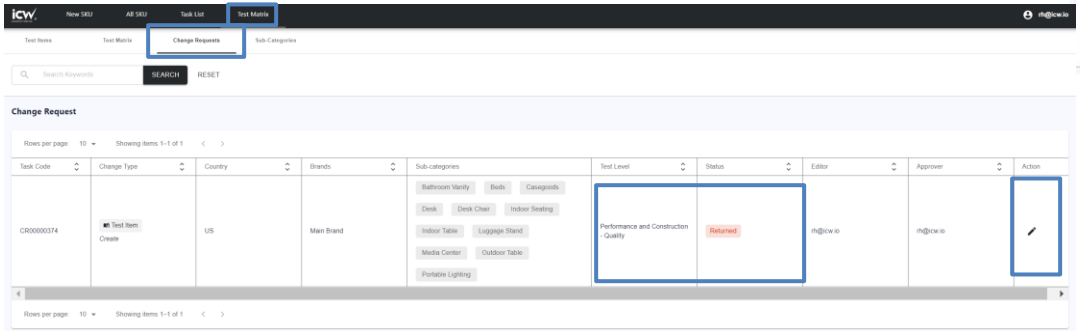
1. Go to **Test Matrix>Test Items**.
2. Focus **Test Level: Performance and Construction-Quality**.
3. Select **Action>**🖉
4. Select 🖉 in the pop up-Test Items Details.
5. Edit the change request and provide **Change Reason**.
6. Select **SUBMIT FOR APPROVAL**.

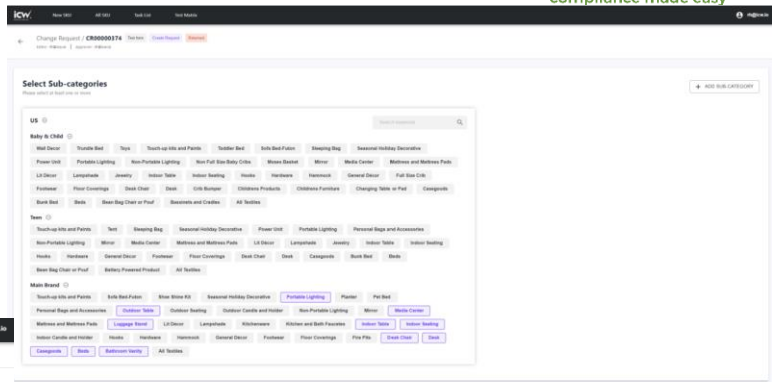


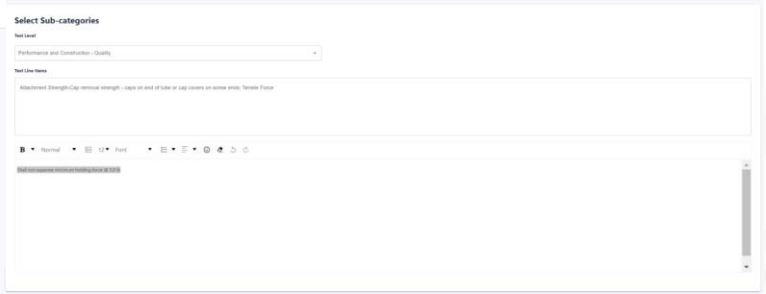


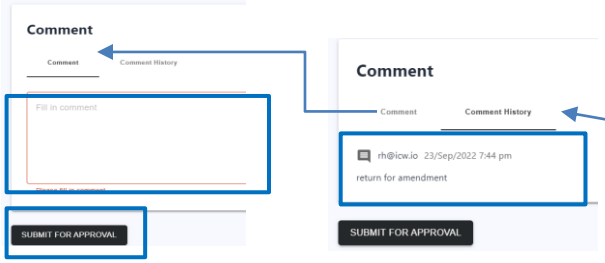
Edit Returned Test Item

1. Go to **Test Matrix>Change Requests**.
2. Focus **Test Level: Performance and Construction-Quality**.
3. Focus **Status Returned**.
4. Select **Action>** ✎
5. Review **Comment History** provided by Approver.
6. Edit the change request and provide **Comment**.
7. Select **SUBMIT FOR APPROVAL** again.







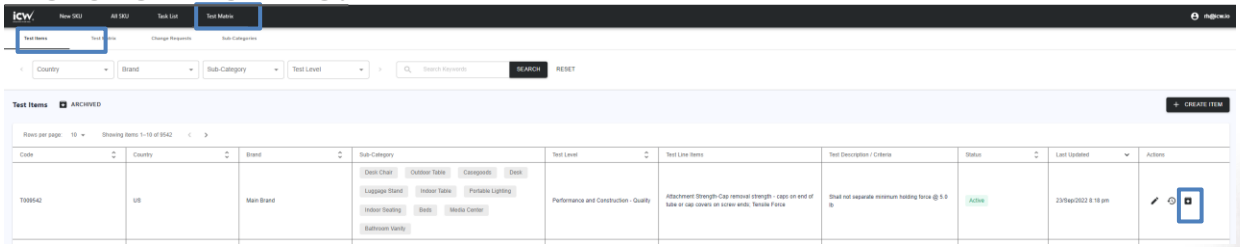


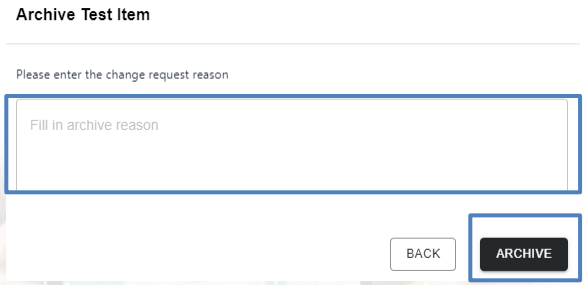
Archive Test Item

Archive Existing Test Item

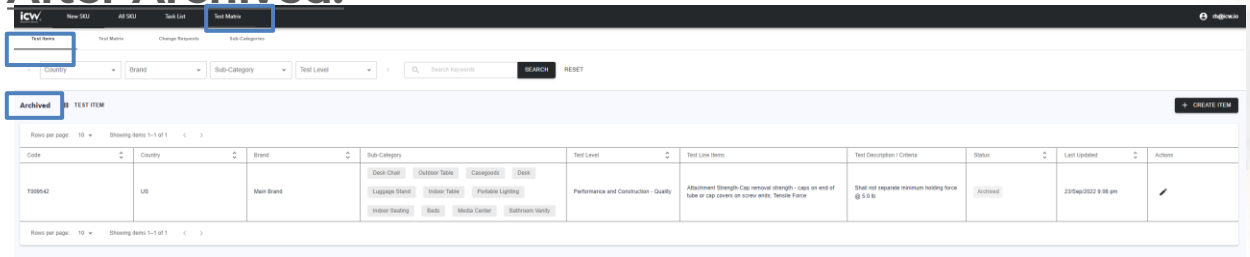
1. Go to **Test Matrix>Test Items**.
2. Focus **Test Level: Performance and Construction-Quality**.
3. Select **Action>**
4. Provide **Archive Reason** in the pop up-Archive Test Item.
5. Select **Archive**.
6. Once the Archive Change Request is approved and published, you can find it in **Archived**.

Before Archive:





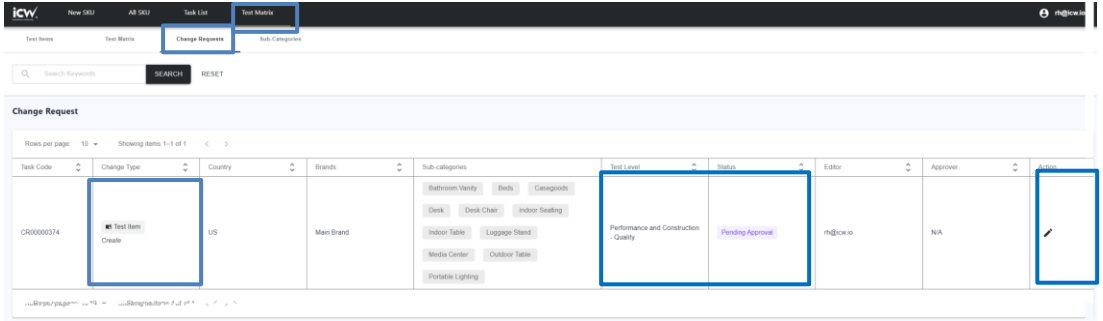
After Archived:

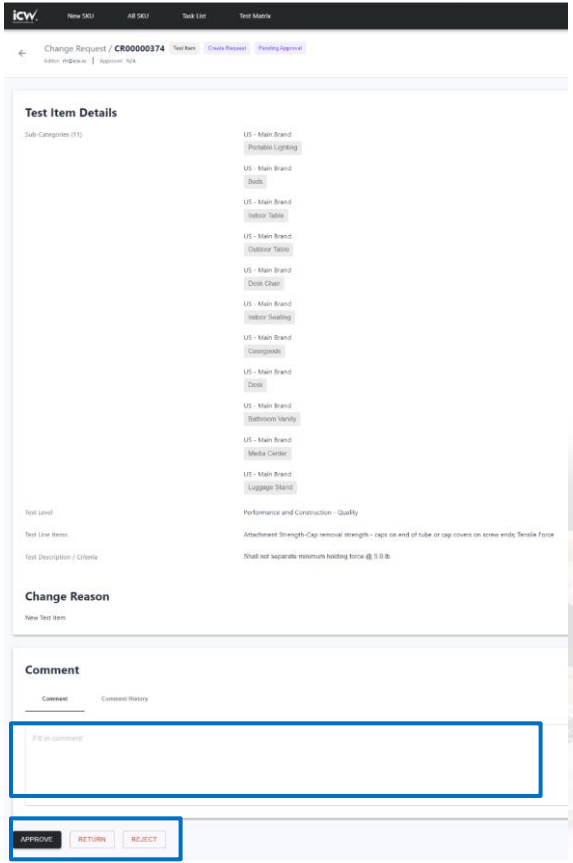


Approve Test Item

Approve Test Item

1. Go to **Test Matrix>Change Requests**.
2. Focus **Test Level: Performance and Construction-Quality**.
3. Focus **Status: Pending Approval**.
4. Focus **Change Type: Test Item – Create, Edit, Archive**.
5. Select **Action>**
6. Review and provide **Comment**.
7. Select **APPROVE** OR **RETURN** OR **REJECT**.



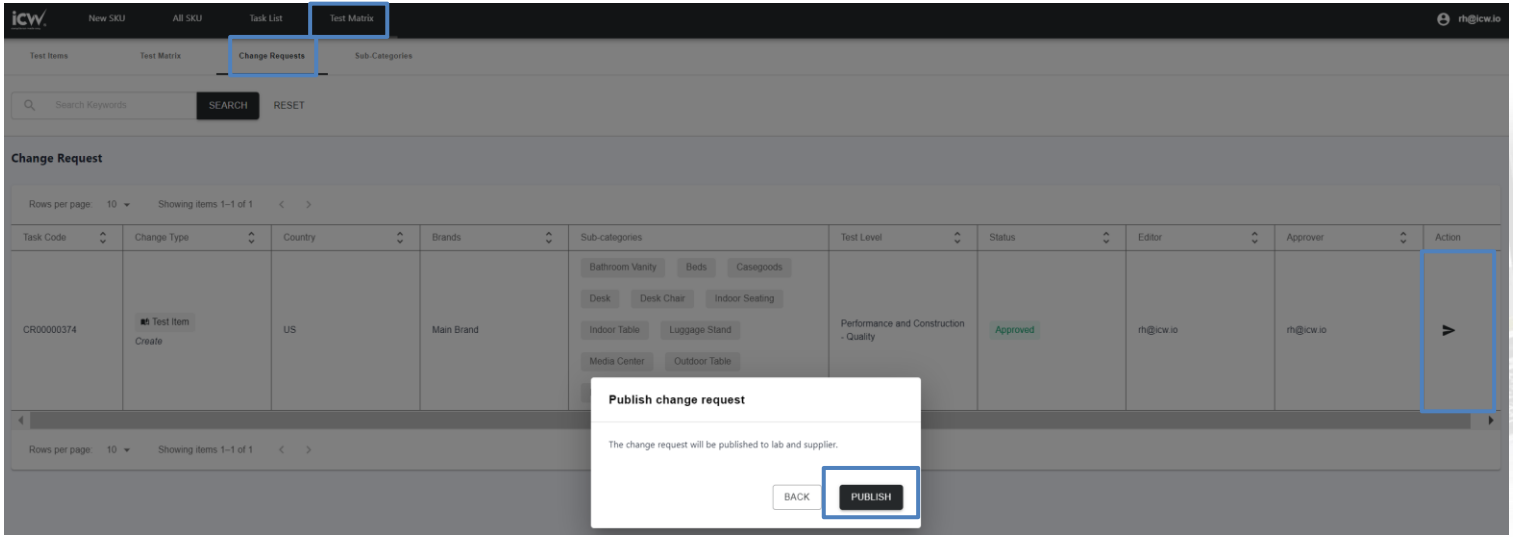


- Approve = Approve the change request
- Return = Return the change request to requester for modification
- Reject = Reject the change request and requester cannot make any further modification to that change request.

Publish Test Item

Publish Test Item

1. Go to **Test Matrix>Change Requests**.
2. Focus **Test Level: Performance and Construction-Quality**.
3. Focus **Status: Approved**.
4. Select **Action>** ➢
5. Select **Publish**.
6. Published Test Item will be shown in Test Item page.
7. Lab and Vendor will receive notification.



Email Notifications – RH

You will receive notifications that are categorized into 4 different colours:

- Change request is rejected / returned
- Test task result is failed

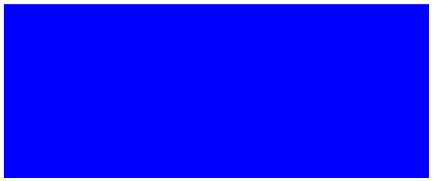
- Change request is approved
- Test task is completed

- User account activation invitation
- User account reset password

- CAP approval request
- Change request pending for approval

Email Notifications – Agent / Vendor

You will receive notifications that are categorized into 4 different colours:

		Agent	Vendor
	• Test task result is failed • Test task report is rejected • CAP upload request • Submitted CAP is rejected		√ √ √ √
	• Submitted CAP is approved • Test task is completed	√	√ √
	• User account activation invitation • User account reset password	√ √	√ √
	• Test item / Test matrix is published • New product testing is assigned by RH for Prime SKU • New quotation from lab • Outstanding task status summary	√ √	√ √ √ √

Email Notifications – Lab

You will receive notifications that are categorized into 3 different colours:

		Lab Admin	Lab Location
	• Test task report/result is rejected		√
	• User account activation invitation • User account reset password	√ √	√ √
	• Test item / Test matrix is published • New quotation request from vendor • Quotation confirmed by vendor • Test task updated by vendor • Test task cancelled by vendor • Outstanding unquoted request	√	√ √ √ √ √ √

Appendix

Monday Feed Template	RH_IMPORT_MONDAY FEED_TEMPLATE.x
TRF Template	RH_EXPORT_TRF_TEMPLATE.docx
CAP Template	CAP.docx
Status Definition	Status.docx

Q&A

Myra Lam
Operations Director

Jane Li
Customer Success Executive

E: support_rh@icw.io