RSL Failures

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Every company experiences failures.

RSL testing at the factory and retailer level identifies failures but does not reduce them.

Education, training and implementation of a RS program further back in supply chain reduces RSL failure risk for everyone.
RSL Failures

An RSL failure:

- Disrupts business.
- Adds additional costs.
- Damages reputations, tarnishes image.

Chemical issues are a focus of governments, NGOs and consumers.

We all have an interest in good RS program management.
Every company must be prepared for an RSL failure:

- Have an action plan prepared.
- Pre-determine roles and responsibilities.
- Determine root cause of failure and create corrective action.
- Document what was learned to avoid similar failures in the future.
RSL Failures

Examples of failures presented by:

- Mattias Bodin, H&M
- Jeffrey Birtwistle, C&A
- Astrid Schoedel, s.Oliver
- Kitty Man, Levi’s