



RSL Failures

Mary Grim

The Timberland Company



LEVI STRAUSS & CO.



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HUGO BOSS



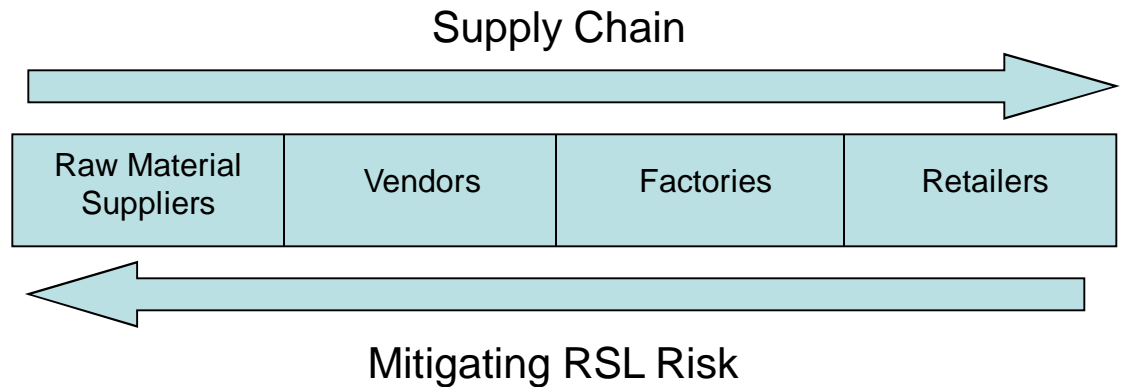
s.Oliver



RSL Failures



- “ 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.

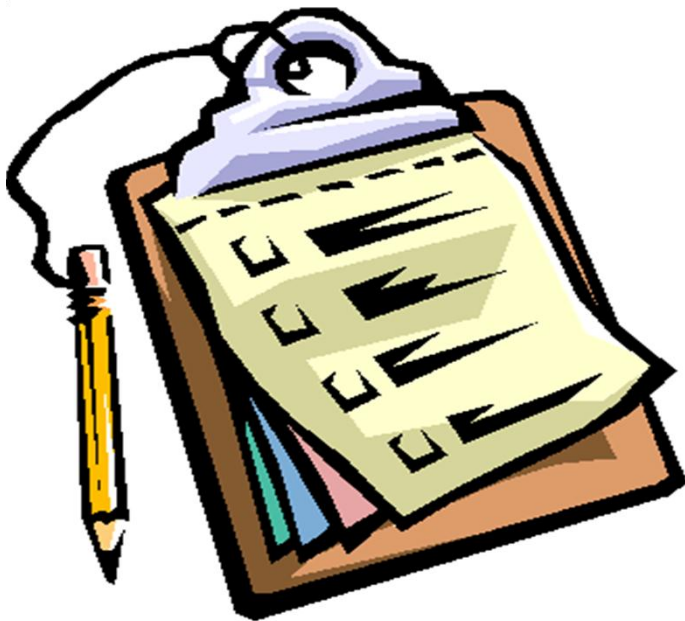


RSL Failures



“ Every company must be prepared for an RSL failure:

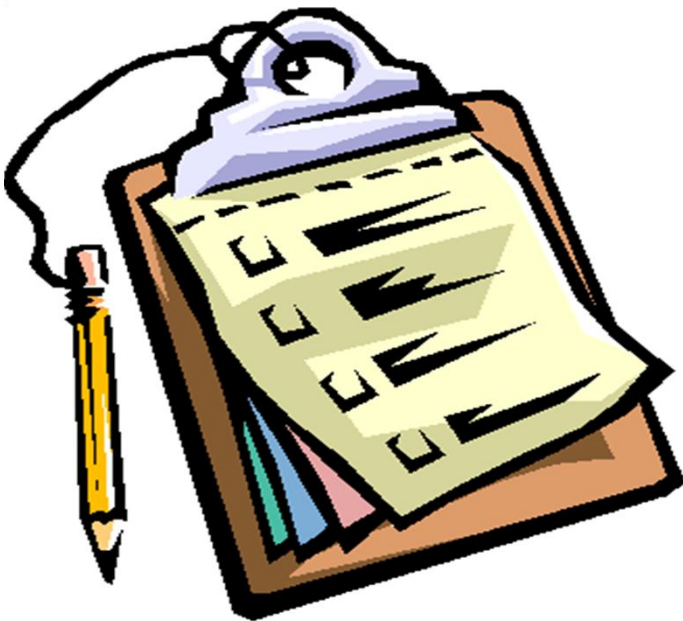
- Have an action plan prepared.**
- Pre-determine roles and responsibilities.**
- Determine root cause of failure and create corrective action.**
- Document what was learned to avoid similar failures in the future.**



RSL Failures

“ Examples of failures presented by:

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



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