



Procedure Title:

Quality Assurance Requirements for Prospective Vendors

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Prepared By: Gloria Matthews

Approved By: Gloria Matthews

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The purpose of this procedure is to explain Lowe's Quality Assurance requirements to potential vendors. Once a vendor has been selected by Merchandising, the vendor can access additional details of the requirements by logging into LowesLink® with their digital certificate.

General Requirements

- It is the responsibility of the vendor to monitor their product return rates.
- If it is determined that there is a product nonconformance, the vendor will be required to take corrective actions. The vendor is expected to contain any nonconforming product at their facility, in transit, and at any Lowe's facility. The vendor is also required to define preventive actions that will insure the nonconformance does not occur on future shipments.
- Lowe's QA may issue a stop sale on products for reasons including, but not limited to regulatory, safety, quality, performance, or expectations.

Factory Requirements

- Requirements vary based on the type of product supplied to Lowe's and the source type – domestic or import. For import factories there are required quality audits, social and environmental audits and CTPAT audits. For domestic factories supplying Lowe's Private Branded products, the social and environmental audit is required.
- All factory audits are vendor paid and participation is mandatory.

Product Requirements

- Import products must pass product testing and transit testing by a Lowe's approved independent testing laboratory prior to creating purchase orders. After initial testing, the product must be tested annually.
- Import products must also undergo factory inspection by a Lowe's approved 3rd party prior to shipment.
- Domestic products (select Private Brands only) must pass product testing by a Lowe's approved independent testing laboratory. After initial testing, the product must be tested annually. The following Lowe's Private Brands are included under this requirement:
 - allen + roth, AquaSource, Blue Hawk, Carole Towne, Garden Treasures, Gatehouse, Harbor Breeze, Holiday Living, Idylis, Kobalt, Lowe's, Master Forge, Portfolio, Project Source, Style Selections, Task Force, Utilitech
- All product testing and inspection is vendor paid and participation is mandatory.