RQS

H&M group Requirements
For Quality System
Textile Products
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INTRODUCTION

The purpose of H&M Group Requirements for Quality System is to provide you, as an H&M Group Supplier, with support, guidelines and requirements in order to reach and sustain a good quality level in your products. This is of utmost importance in order to become a major business partner (Supplier) of H&M Group.

H&M’s intention is to work with Suppliers that are self-reliant in terms of quality control. They should be able and willing to implement and follow up relevant procedures to secure that all goods delivered to H&M Group are up to H&M Group’s quality level.

H&M Group’s aim is to build a long term cooperation and trust with Suppliers who share our ambition to improve the quality and to cut down unnecessary costs & time by being effective and efficient. Working proactively to secure quality is always more successful than inspecting the final goods.

H&M Group will provide training and support to help Suppliers reach and understand H&M Group’s demands, but it is up to each Supplier to implement what is needed in their own organisation and take the full responsibility for the quality.

We also accept if the Supplier on some points has a similar system as H&M Group RQS which gives equal result.

H&M Group will regularly evaluate Suppliers’ performance and based on that, take necessary actions to limit business risks and secure sustainability.

It is the Supplier’s responsibility to ensure that H&M Official documents are communicated to all subcontractors, e.g. yarn, fabric and trim Suppliers.

If you have any questions please contact your local H&M production office or Production Quality – SE.

MANAGEMENT SYSTEM

A well working management system is a key to a quality system that will sustain through staff changes and not depend on individuals.

A management system is a tool to successfully lead an organisation in a structured and systematic way and constantly improve the processes in order to increase the customer satisfaction and reach the goals of the organisation.

The success of a management system is highly dependent upon the commitment from top management. They need to ensure that the MS is well functioning, and that the MS activities in the daily operations are well integrated.

More information to be found in Quality Management System Guideline for Suppliers on our Supplier Portal.
MINIMUM REQUIREMENTS

- step 1 (MR 1) are mandatory for all H&M Group suppliers/units to fulfil before the first order is placed
- step 2 (MR 2) are mandatory for all H&M Group suppliers/units to fulfil before the production of the first order starts.
- step 3 are general requirements for all H&M Group suppliers – to be settled as soon as possible

For suppliers ONLY producing orders for COS, Weekday Collection and &Other Stories, Monki and Cheap Monday the other parts of this guideline are recommendations. For those suppliers everything that is marked in the left margin is requirements.

Black=MR1
Striped=MR2
Light grey=MR 3
Checked=Special for COS,&Other Stories, WD Collection

For the suppliers producing HM orders only, or orders for both H&M and H&M Brands it is required to have the system described in RQS, or a similar system, for all mentioned processes.

SUMMARY OF MINIMUM REQUIREMENTS

MR 1 (MUST BE FULFILLED BEFORE FIRST ORDER IS PLACED - IF APPLICABLE FOR THE PRODUCT TYPE)

- light box with all required lights and correct checking method.
- Fabric inspection system 4-p or similar
- Material inspection system if other material
- Broken needle policy
- Needle detector and metal free zone
- Saf Q machine – if Children orders
- Lock stitch machine
- Proper storage
- Acceptable quality level
- Latest versions of H&M Chemical Restrictions and Implementation Toolkit are available, read and understood by concerned people.
- Latest version of H&M Quality standards and requirements is read and understood by concerned people.
- Chemical storage is clean and well ventilated. Storage and use of chemicals is systematic (first in, first out).
MR 2 (MUST BE FULFILLED BEFORE PRODUCTION OF THE FIRST ORDER STARTS - IF APPLICABLE FOR THE PRODUCT TYPE)

- Shrinkage control for adjusting production patterns
- Pre-production meeting
- Process control system
- Colour continuity control
- AQL according to our demands
- Independent quality team
- Mould prevention
- Insect prevention
- Nickel test
- Sample control and Sample report
- Duplicate counter sample
- Latest versions of H&M Chemical Restrictions and Implementation Toolkit are distributed to concerned people.

MR 3 (GENERAL REQUIREMENTS, RELATED WITH RQS, FOR ALL H&M GROUP SUPPLIERS, TO BE SETTLED AS SOON AS POSSIBLE)

- Sample responsible
- Sample procedure acc. to Sample Guideline (autumn 2013)
- Production sample
- How to measure
- Responsibility to ensure H&M Group requirements are followed by material suppliers
- Quality assurance
- Minimum manufacturing requirements for applicable product types
- Minor – major – critical defects

1. EFFECTIVE ORGANISATION

In order to secure and maintain a good quality the Supplier must be well organised and have a clear organisation throughout the entire Factory/units. It is the Supplier’s responsibility to make sure that the subcontractor follows all H&M Group official documents at H&M Group Supplier Portal (hereafter (the) Supplier Portal).

1.1 Employees

All employees are required to:
- be trained and educated to take full responsibility for their work
- acc. to work position get an eyesight test to establish their need of glasses (Munsel Hue Test if judging colours daily, vision test if working in production/quality control)

H&M Group recommends a training centre for the employees in order to develop technical knowledge.
1.2 New Employees
To maintain a consistent quality throughout the production process, all staff must have relevant education/knowledge suitable for their task. Records must be kept.

All new employees are required to:
- be tested in their skills, before placed in production line
- be instructed regarding H&M Group’s Minimum Manufacturing Requirements

New inexperienced employees are also required to:
- be given a training program that includes:
  - **Basic training**, exercises in sewing and handling motions e.g. machine control, straight stitching, techniques in angular and curved stitching, fabric alignment, chain stitch practice etc.
  - **Production training**, speed training, fault analysis etc.
  - **Job related training**, detail stitching and assembly techniques etc.

1.3 Sample Responsible
The supplier must assign a sample technician.
The Sample Technician is required to:
- be responsible for all H&M Group samples
- work together with H&M Group’s technician and solve all technical and safety issues
- have good knowledge of production and work closely with the production team
- attend pre-production meetings
- inspect the first finished goods from trial production together with responsible quality staff in production line
- together with merchandiser ensure that information on sample hang tag is correct

1.4 RQS Responsible
The RQS responsible is required to:
- make sure all departments in the factory are following the RQS or similar quality system approved by H&M Group RQS responsible
- work closely with H&M Group’s RQS responsible and H&M Group’s QC team
- work independently from the production organisation

1.5 Quality Controllers
The Quality Controllers are required to:
- be working at all different production departments
- make sure the operators/workers do understand and takes responsibility for their operations (including the quality)
- write reports (avoid mistakes from reoccurring)
- report directly to Quality Management

1.6 Independent QC/Independent QC Team (MR 2)
The Independent QC/Independent QC Team is required to:
- work totally independent from the production team
- perform inspections the same way as an H&M Group QC (including all different inspections)
- report directly to the Direction of ownership/ Factory Management
2. SAMPLE PROCEDURE

Samples are needed for different purposes throughout the process. From product development and building of collections to shop display and press activities.

Samples must correspond to the H&M Group request and follow H&M Group Minimum Requirements for Samples. Any necessary differences should be discussed with H&M’s local production office.

It is the H&M Group suppliers’ responsibility to assess samples regarding style/design during sample stage to make sure they are suitable for bulk production. Samples must be produced with same/similar machinery as the coming bulk production.

The production can only start after counter sample is approved. A pre-production sample is additional for all license orders and must be approved before production can start.

2.1 Sample report (M2)

The H&M Group supplier/factory sample technician must make a proper control of the sample in all technical aspects create a sample report when checking the sample; the report must accompany the sample to the H&M local office.

The sample report must include:
- Measurements; samples must be measured according to How to Measure. Note down eventual deviations.
- Workmanship; comments on e. g. SPC (Stitches per cm) or SPI (Stitches per inch), pocket placement etc.
- Fabric/yarn/trim/accessories/labels; specify if bulk is not used.
- Sample detail/digital picture on suggestion of grading/technical or safety adjustment for a better product and smoother production. Proper camera setting, background, light, placement of sample must be used.

2.2 Early Risk assessment

Risk assessment of every new product at early stage and cooperation between sample room, merchandising, QA and production is extremely important. The production team should be involved latest at quotation stage.
2.3 Duplicate Counter sample (MR2)

It is the supplier's responsibility to make duplicates of approved sealed counter sample. The duplicates must be made in the same size as the counter sample. HM Group Sample Responsible must carefully check that duplicate samples are same as approved counter samples in all aspects, including improvements according to latest comments. These must be displayed throughout the factory, especially at the inspection points. The duplicates must be used as reference by all people involved during bulk production. Measurement list and CS comments must be translated into native language, placed in plastic pocket and attached to the duplicate.

For easy identification, all duplicate Counter Samples must be marked with:
- Seal-, Order- and Department number.
- Date

**Duplicate Counter Samples must be displayed throughout the factory, and be available in all production units.**

More information regarding samples can be found in *H&M Group Sample Guideline (will be published in 2014)* at the Supplier Portal.

2.4 Guidelines for production

The sample room must prepare step by step guidelines for production for each order.

2.5 Production sample

A Production Sample must be picked by H&M Group QC or the suppliers nominated QC from the actual production line and therefore represent the finished product.

This should be done when the first goods are totally completed. All labels, price tags, etc. must be attached. Retail packaging must be the same as for the actual delivery.

The Production Sample must reach and be approved by H&M Group before the goods may be delivered. Various tests will be made. The production must correspond to the approved Counter Sample, H&M Group order contract and official documents in all aspects.
3. FIT AND MEASUREMENTS

3.1 Pattern and Grading

All H&M suppliers/factories using H&M pattern in production, must have a computer pattern making software. H&M use Lectra pattern systems. Suppliers, who have pattern making software of another brand, must be able to receive H&M pattern files by email and have knowledge of and be able to translate Lectra files (.mdl) to a file format used by their system, with correct shapes and information kept.

Pattern plotter must be calibrated regularly acc. to brand instructions.

It will be specified on the measurement list if a Concept block should be used for Development samples. Each brands grading charts should be used as guidelines for grading. H&M have the right to claim patterns from suppliers based on H&M design.

The supplier must be able to immediately provide both original BO patterns (in base size and with BO grading if available) and graded supplier patterns in all production units when needed. Original BO patterns means the pattern sent from BO (in base size or graded) without adjustments for shrinkage and production. BO pattern is needed to be able to compare production with original shape on pattern. Graded production patterns are also needed to check e.g. if cutting is correct.

3.2 Dummies and fitting

Approved dummies with H&M standard body measurements should be used for fitting of samples before they are sent to H&M local office. Detailed information regarding H&M Approved Dummies is found in H&M Fit Dummies under Quality Assurance/ Fit & Measure at the Supplier Portal.

Preferably samples should be fitted on live models before sent to PO. Samples should be fitted on live model/ dummy during pre-production meeting.

3.3 How to Measure

H&M Group requires the Suppliers to measure all types of products in the exact same way as H&M. Measurement Tapes should be calibrated regularly against a metal ruler.

Information regarding How to Measure instructions can be found in H&M Group How to Measure at the Supplier Portal.
4. COLOUR

Colour is a subjective experience and is usually the first thing a customer notice about a product. In production colour evaluation cannot be handled subjectively. Colour must be specified and defined. All colours are equally important to check according to the same guidelines e.g. shell, lining, trims.

In order to get consistent results a colour standard must be used throughout the production chain.

**Physical standard** = visual evaluation in a light box, placed in a dark room, on a colour cutting. This must be done in all required lights and according to method in *H&M Supplier Colour Guide Book (MR 1)*

**Numeric standard** = instrumental evaluation by use of a spectrophotometer, on a colour cutting.

4.1 Colour Evaluation

A number of variables can influence a colour evaluation.

Information regarding the procedure can be found in *H&M Supplier Colour Guide Book* at the Supplier Portal.

4.2 Specification of illuminants in the lightbox

is found in *H&M Supplier Colour Guide Book* at the Supplier Portal.

**COS, Weekday Collection and &Other Stories** requires a tolerance of 1,0< DE within the same shade family. More information can be found in *H&M Supplier Guidebook*.

4.3 Colour Continuity Record (MR 2)

The factory must:
- have an effective numbering system, to avoid colour mixing during the whole production
- check dye lot to dye lot, within a dye lot and within a roll/ yarn batch
- keep both a roll record and a colour continuity record (shade record)
- control colour and shades by maintaining colour continuity records

Information regarding shade record can be found in *H&M Supporting document* at H&M Group Supplier Portal.

Information regarding colour can be found in *H&M Supplier Colour Guidebook* at the Supplier Portal.

*If you have any questions about this Colour Guide Book – please contact the Colour Technician at your local H&M production office.*
**Lighting**

Lighting requirements depend mainly on three factors:
- the work that will be performed e.g. inspection, sewing, warehouse
- working area environment e.g. natural light, colour of walls, ceiling and background
- sharpness of the operator’s eyesight

The H&M Group Supplier is responsible to provide for correct lighting in the factory’s all different work areas.

The factory is required to:
- provide suitable light for all workers
- find the correct placement of the light source (height, direction)
- avoid shadows and glare
- ensure regular maintenance e.g. cleaning of lamps, lamp replacement schedule
- when possible make suitable use of daylight (e.g. clean the windows, not cover the windows with boxes, trash)
- measure the work area light with a Light meter, and follow recommended Lux values

<table>
<thead>
<tr>
<th>Department</th>
<th>Minimum Lux</th>
</tr>
</thead>
<tbody>
<tr>
<td>All inspection areas</td>
<td>1000</td>
</tr>
<tr>
<td>Cutting/Sewing/Trimming area</td>
<td>750</td>
</tr>
<tr>
<td>Ironing/Finishing/Packing area</td>
<td>500</td>
</tr>
<tr>
<td>Warehouse for: Fabric/Trims/Finished product</td>
<td>250</td>
</tr>
</tbody>
</table>

4.4 **Recommended Lux-values:**
5. MATERIAL
The H&M Group Supplier is responsible to ensure the fabric/yarn quality on the finished garment/product and that their fabric, yarn and raw material suppliers follow H&M Quality Standards & Requirements, H&M Chemical Restrictions and other H&M documents relevant for the product type.
Both material- and product suppliers are responsible that information on their part of Fabric Technical Data sheet is correct.

The material Supplier must inspect 100% of the fabric prior to delivery and the inspection report must accompany the delivery.
The H&M Group garment supplier must ensure that the material is carefully and systematically inspected and tested prior to cutting.
Both inspection reports must be kept for 6 months.

5.1 Fabric Inspection (MR1)
For visual fabric inspection of woven and jersey H&M Group recommends:
Standard Test Methods for Visually Inspecting Grading Fabrics; ASTM D5430 (4-point fabric inspection)
Information regarding fabric inspection can be found in H&M Fabric Inspection Guideline at the Supplier Portal. It is recommended to use Fabric Inspection Report

Minimum 10% of the bulk fabric, minimum 1000m to be inspected, must be checked according to this method or similar. Orders below 1000 m should be 100% inspected. (MR 1)

COS, Weekday Collection, & Other Stories orders: 100% of bulk fabric must be inspected according to 4-point system. (MR1)

5.2 Yarn Inspection (MR1)
An H&M Group Supplier must have a method for yarn inspection, representing all colours and dye lots within a colour.
The yarn must be visually and technically inspected according to H&M Group’s order request.
The Supplier must have a system/ method to secure that the yarn meets the agreed quality standards and is what the buyer has agreed to buy. This can be done by internal/external testing or by another method to secure the yarn source.

Recommended tests heavy knit/ socks:
- yarn count
- each lot: Yarn colour, evenness and elasticity (if contains elastan):
  - Knit panel, check the colour, evenness and elasticity (if contains elastan) after production wash procedure
- each colour: Pilling and other test
  - Knit panel, check the hand feel and do the pilling test after production wash procedure
  - check shrinkage, staining and twisting

Vertical jersey suppliers (with own knitting) must have a system/ method to secure that the ready jersey fabric meet the agreed quality standards by ensuring the yarn quality. Other tests will be done at fabric stage.
5.3 Fabric and Yarn Shrinkage Control for adjusting production patterns (MR2)

An H&M Group Supplier must perform shrinkage tests of bulk fabric/yarn according to production process, to be able to estimate the shrinkage prior to cutting/knitting. When fabric/yarn lots have different shrinkage levels, separate cutting/knitting patterns must be adjusted with the correct shrinkage allowance. Fabric/yarn selected for testing must represent all colours and all lots within a delivery. Shrinkage records must be maintained for both warp and weft directions.

5.4 Other material Inspection (MR1)

An H&M Group Supplier must have a method for visual and technical inspection of any kind of raw material, e.g. leather, PU etc. representing all colours and lots (if any) according to H&M order request and quality standards, with records kept.

6. TRIMS

6.1 Trim Inspection

Trims includes: threads, buttons, zippers, touch & close fastener (Velcro), stoppers, labels, hangtags, press buttons, lace, elastic etc.

An H&M Supplier is required to:
- perform an inspection of each trim immediately upon delivery
- pick samples to inspect randomly, according to AQL 2.5/ 10% or suitable quantity according to type of trim and risk
- make sure all parts of trims do represent all colours
- inspect general quality/ functionality/ size & grading/ pre-shrunk elastic/ data-sheet where needed
- ensure that trims comply with the H&M Quality Standards & Requirements/ Chemical Restrictions which can be found at H&M Supplier Portal.
- make visual colour evaluation in light box against standard/ bulk fabric

6.2 Trim Card

Trim card must be:
- made from bulk fabric/yarn
- made in correct colours with all correct trims and labels
- kept in factory (copy)

6.3 Labels

The H&M Group Supplier must have a system to ensure that correct labels are used on each product for every selling country.

Example of good practice:
- the workers only keep one size label at the same time
- make sure all remaining labels/ size labels are removed from the line after completed order/ size
- authorized person to issue, control and handle labels
- verify all labels with approved trim card in beginning-, in line-, and end of line control
- product- & order number clearly displayed at checking tables
- clear identification in production of countries with special label demands
- over all country wise requirement information board
- for washed garments, “wash type” with the “label protection method” needs to be written on trim card (for the labels, not to fade out)
### 6.4 Pull Force Test of Buttons and Other Trims (MR1)

H&M Group Supplier’s producing babies’ and children’s products must use a pull force snap testing apparatus. All trims like buttons, rivets etc. must be tested.

Tested garments must be:
- permanently marked with date, time, signature & name of operator and machine code/number
- kept separately from bulk production, preferably in a locked box or room
- available for H&M Group staff

Information regarding pull force test can be found in *H&M Pull force test of buttons and trims* and *H&M Lab Manual* at the Supplier Portal.

Information regarding children safety can be found in the *Safety Requirements for Children Wear* and *Safety Requirements for Children’s Accessories* (will be published during 2014) at the Supplier Portal.

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### Fabric, Yarn, Trim Storage (MR1)

- goods must be stored on shelves or pallets (to allow for good air circulation) if storage room is not air conditioned and protected from humidity/ dirt/ rain *(MR 1)*
- fabric/yarn/trims must be covered properly (to prevent from damage, soil, mould) *(MR 1)*
- fabric must not be stacked too high (to prevent from damaging the bottom rolls) *(MR 1)*

- fabric/yarn/trims must be stored by order number or type of product
- rejected fabric/yarn/trims must be clearly marked and kept separate from approved bulk lots
7. QUALITY ASSURANCE

Physical awareness (MR 1)
The concerned people at the suppliers must read and understand H&M Quality standards and requirements.

Physical awareness
It is the suppliers’ responsibility to secure that the whole production complies with H&M Quality Standards & Requirements. This can be done through own test facilities, external labs or test reports from fabric mills.

All Suppliers with H&M approved lab must follow the test routine mentioned in H&M Product Supplier lab guideline, which can be found under “Quality assurance/ Tests” at H&M group Supplier Portal. The purpose of the routine is to give the Supplier’s a tool to secure that the whole production complies with the H&M Quality Standards & Requirements. Necessary action shall be taken if getting a failed test result.

Latest versions of relevant H&M quality documents must be printed out and/or available at points of use. The supplier must also distribute all relevant quality documents to all their suppliers/subcontractors.

Chemical awareness (MR 1)
Latest versions of H&M Chemical Restrictions and Implementation Toolkit must be printed out and/or available at points of use. The concerned people at the suppliers must read and understand H&M Chemical Restrictions and Implementation Toolkit.

Supplier must also have an appointed person who is responsible for chemicals and compliance to H&M Chemical Restrictions. Information regarding H&M Chemical Restrictions and Implementation Toolkit can be found under “Restrictions & requirements” at H&M group Supplier Portal. Furthermore the supplier must distribute H&M Chemical Restrictions to all their suppliers/subcontractors.

Chemical awareness
It is the suppliers’ responsibility to secure that the whole production complies with H&M Chemical Restrictions. The restriction includes all substances that are restricted by H&M Group, both in the production and in the finished product. Each Supplier must have their own chemical management to make sure that the restrictions are being followed.

Everybody working with the order shall know who the final customer is. Supplier is required to perform tests according to the Risk assessment provided by H&M local production office.
Nickel test (MR 2)
Nickel test must be performed in sample handling and during production according to standard test method referred to in Supplier Lab Manual.
Test 5 pieces per order, randomly mix sizes and countries.
For washable products, test also 1 piece after 1 wash, and after 5 times wash.
QC or supplier’s nominated QC should report the result back to merchandiser before TOD.

8. SPREADING AND CUTTING

Important:
- **woven**: All parts in one product and same quality, must be cut from the same layer consisting of the same dye lot
- **jersey**: all parts in one product and same quality, must be cut from the same dye lot
- **directional fabric e.g. cord, velvet, print**: all parts in one product must be cut in the same direction, if there is no other agreement
- pattern pieces must not be damaged or overlapping when markers are drawn
- all pattern pieces on marker must be placed correct on grain line
- pins can never be used when attaching the marker onto the fabric
- ply height must be suitable according to the fabric type
- splices, both layers must overlap past the marked splice
- fabrics containing elastomeric yarn must relax 24 h or according to need of the specific material (min. 12 h), unrolled and flat folded before cutting (relaxation can be needed both before and after spreading). Exception if the material is pre-shrunk and not rolled.
- cut panels from top layer, middle layer and bottom layer must be checked for size conformance and records must be kept
- remnants of fabric must be saved and marked with roll and shade number (to be able to replace defective parts during production)
- **leather**: important to follow actual requirements of H&M/ the brand

9. PRODUCTION

In every production area the emphasis must be to foresee potential problems and take preventive action.
If problem occurs:
- identify the problem
- find the source
- stop the process
- solve the problem
- prevent it from recurring
- contact H&M local production office for advise if necessary
- write reports

Inform H&M local office when the production planning is settled.
To keep a consistent quality level H&M Group recommends the Supplier’s to produce the base/repeat/trail orders continuously and if possible in the same line/lines and by the same operators.
Minimum Manufacturing Requirements must be followed during the whole production, if no other information has been given.

Information regarding manufacturing can be found in H&M Minimum Manufacturing Requirements at the Supplier Portal.

### 9.1 Pre Production meeting (MR 2)

Before a Production can start, the Supplier must conduct a pre-production meeting, and discuss how to produce the goods with a consistent quality. This is to identify the number/type of controls and tests that are going to be required.

The Supplier is required to:
- gather responsible managers (e.g. sample/cutting/sewing/Inspection/packing area), Independent QC and responsible H&M Group personnel (if not prevented from coming)
- have a risk assessment regarding machinery, materials, trims, pattern, changes etc.
- go through fit, technical solutions and all details on the product
- keep a record from the meeting
- inform the result from the meeting to all concerned production units
- when possible hold the meeting in the actual production unit

### 9.2 Trial Production/Pre Production

The Supplier is required to:
- do a trial cutting/production/knitting before bulk production can start
- finish 150 – 600 pieces, covering all/jumping sizes and all colours (when possible) for analyse
- have an inspection of the first finished garments, where the Production manager, Quality manager, Independent QC and Sample responsible are involved
- make adjustments before bulk cutting can start
- keep a record from the inspection

Suggestion for trial production of small quantity orders:

<table>
<thead>
<tr>
<th>Total order quantity</th>
<th>Number of samples in trial production</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-1500</td>
<td>5-15 pcs</td>
</tr>
<tr>
<td>&gt;1500</td>
<td>25-50 pcs</td>
</tr>
</tbody>
</table>

### 9.3 Process control (MR 2)

H&M Group require the factory to have an efficient process control system in all production processes. It should be not only stitching and knitting but also in e.g. embroidery, linking, buttoning etc. The process controllers must

- Have enough knowledge and information to identify source of the eventual weak points
- Use the knowledge to take necessary actions, inform and educate the personnel – in cooperation with supervisors

For more information reg. process control see supporting document Process control
9.4 Stitching

H&M recommends the factory to work with a line system. This is to maintain a continuous quality level throughout the production and increase the capacity.

Supplier is required to:
- have Quality controllers (QC’s) working on the production floor, both inline and end of line (at least one working inline and one at the end of the line)
- have Supervisors and Process controllers ambulating the production floor
- have a team consisting of QC’s, Supervisors and Process controllers who must:
  - work close together
  - have an open communication
  - have the goal to maintain a high and even quality level during the whole production

When a problem occurs the production/QC team must:
- identify the problem
- find the source
- stop the process
- solve the problem
- prevent it from recurring
- contact H&M local office for advice, if necessary
- write reports
- have Mechanics taking care of the machine maintenance on regular basis, records must be kept per machine
- make sure the Machine operators takes responsibility over their machines
- make sure trimming are taken care of throughout the stitching process
- make sure trimmed loose threads are permanently removed
- make sure pressing is done throughout the stitching process (depends on product & material)
- have instructions/guidelines (e.g. mock ups) that can help the operator to keep a consistent quality

9.5 Knitting/linking

Supplier is required to:
- make sure all panels in one garment are knitted as approved c/s
- knit all panels on the same machine by the same person when hand knit machines are used
- have light tables/ cones for control of panels/garments/products
- have QC’s working on the production floor, both in line and end of line
- have a team consisting of QC’s, Supervisors and Process controllers who must
  - work close together
  - have an open communication
  - have the goal to maintain a high and even quality level during the whole production
When a problem occur the production/QC team must:

- identify the problem
- find the source
- stop the process
- solve the problem
- prevent it from recurring
- if necessary, contact H&M local office for advise
- write reports

- have Mechanics taking care of the machine maintenance on regular basis, records must be kept per machine
- make sure the Machine operators takes responsibility over their machines
- make sure trimming are taken care of throughout the knitting process
- make sure trimmed loose threads are permanently removed
- have instructions/guidelines (e.g. mock ups) that can help the operator to keep a consistent quality

9.6 Needle and Sharp Object Control (MR 1)

Supplier is required to:

- make sure operator doesn’t move until assistance arrives and that all parts of a broken needle are found and taped into a record
- make sure scissors and other sharp objects are secured to the work station, with a chain or a ribbon
- follow the same procedure also for knitting machine needles, linking points, tagging gun needles

Information regarding needle and sharp object control can be found in the H&M Guideline for needle and sharp object control at H&M Supplier Portal.

9.7 Separate lines for COS, Weekday Collection & Other Stories

- The supplier is recommended to have separate COS/ Weekday Collection/ &Other Stories lines compared to H&M lines to avoid mixed quality level on the outcome of the production.
- The operators/ workers/ quality controllers must get special training according to COS/ Weekday Collection/ &Other Stories lines Quality requirements.
- For tailoring styles /coats/blazers we recommend to have ironing stations between the operations in the sewing line
10. FINISHING
A careful finish is extremely important for the total impression of the product.

10.1 Trimming
Final trimming must be done in the finishing area before packing, if not already made in the production line.
All trimmed loose threads must be permanently removed, our tolerance is 3-5mm.

10.2 Buttoning
Supplier must make sure:
- All buttons except spare button are sewn with lock stitch machine (MR 1)
- On each start/stop or new fabric/type of button a mock-up is made with 2 buttons to control that adjustment of the machine, needles and thread quality is correct
- Needles are changed when needed and mechanics are available
- Buttons are trimmed and loose threads are permanently removed
- Supervisors and process controllers are ambulating the floor to control the process with records kept

10.3 Pressing/boarding
Supplier must make sure:
- Supervisors are ambulating the floor
- Instructions are given to the workers
- Heat is adjusted to fit the material
- Shine marks are avoided
- Press table covers are changed regularly
- Measurement tapes and measurement lists are used by the workers
- Moulds are used for heavy and fine knit

COS, Weekday Collection, & Other Stories:
- Work with highly delicate fabrics which demand a very careful pressing and ironing.
- It is extra important to make a trial first to make sure the pressing is suitable for the selected fabric.

10.4 Final Control
All products must be checked carefully before packed.
The final control must include:
- Overall appearance and general quality
- Measurements, based on approved C/S and latest measurement list
- Size label, hangtag, price tag and care label containing correct information
11. PACKING

The H&M Supplier is required to:

- have a system to secure correct packing in all details
- do an audit of the packing at an early stage of production
- keep records

Information regarding packing can be found in *H&M Packing instructions and Packing ABC per product type* at H&M Supplier Portal.

It is very important that product- and article number on working packing list and price tags/IT stickers are matching.

The packing responsible must

- as soon as there is a working packing list compare product- and article number with the price tags/IT stickers to make sure that the numbers are matching on packing list/ carton markings/ price tags/IT stickers.
- be informed by label responsible as soon as there are revised price tags/IT stickers.
- after each revision of price tags/IT stickers make sure that product- and article number are matching on packing list/ carton markings/ price tags/IT stickers.

The Supplier is fully responsible to secure that everything on the order including packing, marking etc. is correct and that the final packing list corresponds with what is packed inside the carton before shipment.

This includes all shop- and online orders.
11.1 Needle Detection (MR 1)

Japan market:
- All babies’ and Children’s products
- All Adult products

All other markets
- All babies’ and Children’s products
- All underwear and swimwear not containing details with ferrous

After detection the goods must be kept in a metal free zone.

Information regarding needle and sharp object control can be found in H&M Guideline for Needle and Sharp Object Control at our Supplier Portal.

11.2 Storage (MR 2)

- packed cartons must be stored country wise fully positioned on pallets – (exception: if storage room is air-conditioned and protected from humidity/dirt/rain.
- unused/new cartons must be stored and covered on pallets (to prevent them from damage, soil) - if storage room is not air conditioned and protected from humidity/dirt/rain.

Information regarding storage can be found in H&M Packing Instruction Manual at H&M Supplier Portal.

11.3 Mould Prevention (MR 2)

It is very important that the Supplier prevent the production from mould.

Information regarding mould prevention is found at H&M Supplier portal/ Logistics/ Packing Instructions.

11.4 Insects Prevention (MR 2)

It is very important that the Supplier protect the production from Insects during the whole production and when packed in cartons.

Supplier is required to:
- keep doors and windows closed/covered with insect’s net during wet season
- keep goods off the floor during production
- make sure the production areas are clean
- make sure food is eaten in designated areas
- have a service contract with a pest control company
12. INSPECTIONS

- all orders must be inspected and tested
- records are required to be kept from each major stage of production
- inspection reports that are used must show the same information as the H&M inspection reports

Inspections to be performed:
- pre-assemble inspections (e.g. colours, prints, embroideries, interlinings)
- assemble inspections (e.g. fabric layers, cut panels, general workmanship, appearance, measurements)
- finishing/pressing inspections (e.g. overall workmanship, buttonholes, position and fastening of buttons and rivets, pressing appearance and measurements)

All problems identified during the internal inspections or at H&M QC staff inspections, must be corrected immediately by the supplier/unit. Supplier must also have a follow up procedure to ensure the problems are permanently solved. Problems must not be present at the next internal inspection/H&M QC inspection.

The inspection area/room needs to be provided with following equipment:
- a table in a suitable size for the products
- a light source over the inspection table with Day light D 65, minimum 1000 lux and have TL 83 available. (nearby or over the table, based on different product groups needs according to information from PO.)
- clear separation for rejected and approved products (where no confusion can arise)
- internet connection
- dummies in jumping sizes in the room or available close by

The QC/Independent QC is obliged to have and use following equipment:
- a duplicate C/S
- latest approved measurement list
- technical comments from sample room
- comments from H&M Production office
- pre-production meeting report and other inspection reports
- calibrated measurement tape

COS, Weekday Collection, & Other Stories:
- All inspections must be made by a brand dedicated QC.
- All brand dedicated QC’s must receive special training to be able to meet the high level of quality that these brands require.

12.1 Initial Inspection

- The initial inspection must be carried out after a production of approximately 150-600 pieces covering all/jumping sizes and colours (when possible).
  For orders < 3000 pcs it can be 5-50 pieces.

Important:
- QC/Independent QC is required to carry out the initial inspection on the first finished goods
- Supplier’s Inspection Team in production and Sample Responsible need to take part in the inspection
- records must be kept
- initial inspection must include controls and tests on produced products to ensure conformance to the H&M requirements
- adjustments needs to be made before bulk production can start
- make sure that the goods can be packed according to H&M packing sheet
12.2 Inline Inspection
The first inline inspection should preferably be carried out by QC/Independent QC immediately or very soon after the initial inspection.

Important:
- the QC/Independent QC must make sure the products are produced according to H&M Quality Requirements, Standards and Restrictions
- problems found during the inspection must be solved immediately
- QC/Independent QC must spend as much time as needed for each specific order in the production area

12.3 Final Inspection
Important:
- AQL 2.5 normal inspection, single sampling plan, level 2, must be conducted for Final inspections
- samples to inspect must be picked randomly from the finished products packed in cartons
- the picked goods must contain all sizes, colours and countries
- the inspection result will show whether the entire lot is accepted or not
- use the inspection reports for comparison with previous inspection results and for analysis to help identify areas that need to be improved
- send Final Inspection report copies to H&M Production office when requested
- when H&M perform Final Inspection, easy access must be provided to all goods, allowing H&M QC to pick random samples for inspection

COS, Weekday Collection, & Other Stories:
- All inspections must be made by a brand dedicated QC.
- All brand dedicated QC’s must receive special training to be able to meet the high level of quality that these brands require.

Statistical Quality Control, AQL/Acceptable Quality Level (MR 2) – H&M, Monki, normal Weekday orders

How to choose pieces:

Master table for normal inspection, single sampling, general inspection, level II
This is a minimum level, a more stricter AQL and sampling is also ok.

<table>
<thead>
<tr>
<th>Total order quantity</th>
<th>H&amp;M AQL 2.5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Quantity to inspect</td>
</tr>
<tr>
<td>91 – 150</td>
<td>20</td>
</tr>
<tr>
<td>151 - 280</td>
<td>32</td>
</tr>
<tr>
<td>281 - 500</td>
<td>50</td>
</tr>
<tr>
<td>501 - 1200</td>
<td>80</td>
</tr>
<tr>
<td>1201 - 3200</td>
<td>125</td>
</tr>
<tr>
<td>3201 - 10000</td>
<td>200</td>
</tr>
<tr>
<td>10001 - 35000</td>
<td>315</td>
</tr>
<tr>
<td>35001 - 150000</td>
<td>500</td>
</tr>
<tr>
<td>150001 - 500000</td>
<td>800</td>
</tr>
<tr>
<td>&gt; 5000001</td>
<td>1250</td>
</tr>
</tbody>
</table>
Inspections for COS, &Other Stories, Weekday collection (MR2)

Trial production
In order to secure the quality level of the bulk production, the supplier must do a trial production and inspection of the output before starting the bulk production. Trial production entails:

- Finish a trial run of the production in correct material, colour and sizes for inspection and analysis.
- Have an inspection of the first finished garments, where the Production manager, Quality manager, Independent QC, Technician or Technical Designer are involved.
- Make adjustments before bulk production can start
- Keep a record from the inspection

Suggestion for trial production quantities:

<table>
<thead>
<tr>
<th>Total order quantity</th>
<th>Number of samples in trial production</th>
</tr>
</thead>
<tbody>
<tr>
<td>0-1500</td>
<td>5-15 pcs</td>
</tr>
<tr>
<td>&gt;1500</td>
<td>25-50 pcs</td>
</tr>
</tbody>
</table>

In addition to the trial production inspection, we require a minimum of 2 approved inspections on all orders. The trial production inspection should be consulted at inline and final inspection to make sure any quality flaws were successfully avoided on bulk production.

Inspection procedures

- It is the suppliers’ responsibility to inform each brand’s Production team about the actual production start date to be able to conduct inspections at an early stage of production.
- A minimum of 2 approved inspections must be made for all orders by the brand dedicated QC before shipment. The inspections are:
  - Inline inspection
  - Final inspection
COS, Weekday Collection, & Other Stories:
For Final inspection the QC for these brands must follow a minimum of:
AQL 1.5 normal inspection, double sampling plan, level 2.

<table>
<thead>
<tr>
<th>Total order quantity</th>
<th>AQL 1.5</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Inspection Quantity</td>
</tr>
<tr>
<td>91-150</td>
<td>F No. 1 - 13</td>
</tr>
<tr>
<td></td>
<td>No. 2 - 13</td>
</tr>
<tr>
<td>151-280</td>
<td>G No. 1 - 20</td>
</tr>
<tr>
<td></td>
<td>No. 2 - 20</td>
</tr>
<tr>
<td>281-500</td>
<td>H No. 1 - 32</td>
</tr>
<tr>
<td></td>
<td>No. 2 - 32</td>
</tr>
<tr>
<td>501-1200</td>
<td>J No. 1 - 50</td>
</tr>
<tr>
<td></td>
<td>No. 2 - 50</td>
</tr>
<tr>
<td>1201-3200</td>
<td>K No. 1 - 80</td>
</tr>
<tr>
<td></td>
<td>No. 2 - 80</td>
</tr>
<tr>
<td>3201-10000</td>
<td>L No. 1 - 125</td>
</tr>
<tr>
<td></td>
<td>No. 2 - 125</td>
</tr>
<tr>
<td>10001-35000</td>
<td>M No. 1 - 200</td>
</tr>
<tr>
<td></td>
<td>No. 2 - 200</td>
</tr>
</tbody>
</table>

Sample Quantity No. 1
Inspect the entire sample quantity.

<table>
<thead>
<tr>
<th>Defective pcs</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ Accept No.</td>
<td>Tot. order accepted, inspection finished</td>
</tr>
<tr>
<td>&gt; Accept No.</td>
<td>Continue with Sample Quantity 2</td>
</tr>
</tbody>
</table>

Sample Quantity No. 2
When rejected No. is reached, stop the inspection and reject the order.

<table>
<thead>
<tr>
<th>Tot. number of defective pcs From Quantity No.1 + Quantity No. 2</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>≤ Accept No.</td>
<td>Total order accepted</td>
</tr>
<tr>
<td>≥ Reject No.</td>
<td>Total order rejected</td>
</tr>
</tbody>
</table>

When an order is rejected go back to the senior QC/Merchandiser for advice.

### 12.4 Rejected Products

**Important:**
- products permanently rejected during an inspection must be kept permanently separate i.e. in a locked room
- the rejected products must be permanently marked with a pen/stamp
- permanently rejected products must be available for H&M staff 12 month after last TOD.
- *Guideline for Handling of Leftover or Defect Products for Suppliers* is available on our Supplier Portal and must be followed.
12.5 Definition of Defects

There are Critical, Major and Minor Defects.

If a critical defect is found during inspection, the entire production must be rejected, 100% must be reinspected by the Supplier’s QC teams.

Critical Defects

- Goods that do not comply with *H&M Chemical Restrictions*
- Goods that do not comply with *H&M Safety Requirements for Children’s wear* and *H&M Safety Requirements for Children’s Accessories*
- Information not readable and not in contrast colour printed directly on the goods
- Cartons found with insects, strong odour, moist products or objects apart from packed H&M goods

Labelling:

- Care label/permanent marking/printed stickers/hangtags/retail package with wrong composition
- Care label/permanent marking/printed stickers/hangtags/retail package with wrong care instructions
- Incorrect or missing o/n on care label or price tag
- Missing Warning tags for different products/countries when required
- Wrong Country of Origin when required
- Wrong size information on label, price tag, hangtags and retail package
- Missing Warning symbols and/or Text on poly bags for Online (OL), size = width minimum 19 cm opening (38 cm all around) and up
- Missing Recycle symbols on poly bags for Japan Online (OL) orders
- Missing or misspelt H&M Sweden address + countries that require additional address + www.hm.com
- Missing or misspelt COS Sweden address + www.cosstores.com (on Cos order)
- Missing or misspelt & Other Stories Sweden address + www.stories.com (on & Other Stories order)
- Missing or misspelt Weekday Sweden address + www.weekday.com (on Weekday order)
- Missing or misspelt Monki Sweden address + www.monki.com (on Monki order)

The merchandiser is responsible to give all information regarding labelling. Use the label specification to ensure that the product is labelled correctly.

Labelling information is updated very often. Please always check carefully information given by the merchandiser for each specific order.

Major Defects

- when the defect is noticeable to the customer and visible when using the goods
- when the defect does affect the quality of the goods
- when the usefulness of the goods is affected
- Loose and uncut threads and loose buttons
- when the goods does not comply with the H&M Quality Standards and Requirements
- when the order is not packed according to the H&M Packing Instruction Manual and the Order Packing Sheet

Minor Defects

- when the defect is not noticeable to the customer and not visible when using it
- when the defect does not affect the quality of the goods
- when the usefulness does not affect the goods, but the quality is not up to approved standard
Judgement of Defects

- a combination of 3 minor defects concentrated in the same critical area will be treated as 1 major defect, (e.g. upper front part if it is a garment)
- if 1 major defect is found together with minor defects on the same product, the whole product should be counted as 1 major defect
- if consistent minor defects occur, which affect the overall appearance of the products, stop the process and contact the H&M local production office for further information (PQM, Sr. QC, Merchandiser, Technician)

12.6 Defects on Goods Received at H&M Distribution Centre or H&M Shop

- defects found on goods at H&M DC/H&M shop must initiate a Supplier’s analysis
- all records from production must be used to identify and find the problem’s source
- an action plan based on the result must be used to prevent problem from recurring
13. SUPPORTIVE DOCUMENTS

- Fabric Technical Data Sheet per product type
- Fabric Inspection Report
- Bulk Submission Form
- Colour Continuity Record (Shade Record)
- Lab dib Submission Form
- Broken Needle Records
- Needle Detection Form
- Pull force test for buttons and trims
- Button test form
- Process control guideline and report
- Pre-production meeting record
- Needle detector calibration form
- Picture of 9 point system

All Supportive Documents can be found at our Supplier Portal.

ADDITIONAL INFORMATION

All H&M Official documents can be found at our Supplier Portal.

Standard Test Methods for Visually Inspecting and Grading Fabrics - ASTM D5430 (4-point fabric inspection)
http://www.astm.org/Standards/D5430.htm

Sampling procedures for inspection by attributes. Sampling schemes indexed by acceptance quality limit (AQL) for lot-by-lot inspection are found at:
http://www.iso.org/iso/en/ISOOnline.frontpage

BS British Standards: BS 6001-1:1999
http://www.bsi-global.com

ANSI American National Standards Institute: ANSI/ASQC Z1.4
http://www.qcss.com

Juran's Quality Handbook, Sixth Edition
http://asq.org/quality-press/display-item/?item=P1397


http://asq.org/quality-press/display-item/?item=H1264