Printify

👕 Sample Quality Report

An illustrative report of how we report the quality, and performance metrics to our print providers

CxM - Quality Excellence

Dashboard updated weekly on Mondays at 5pm GMT/12pm US East Coast

Quickstart guides for CxM

Printify's Customer Experience Model (CXM)

About

Printify Quality Standard

Introduction

PP Portal: CxM Report - Quality Excellence

just now

Print Provider

Overview

2022 - W34

KPIs (Weekly calculation)

The KPI calculation is based on the reporting week data

Measure	W34 - 2022	W33 - 2022	W32 - 2022	W31 - 2022	W30 - 2022	W29 - 2022	W28 - 2022	W27 - 2022	W26 - 2022	W25

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KPIs (Weekly calculation)

The KPI calculation is based on the reporting week data

Measure	W34 - 2022	W33 - 2022	W32 - 2022	W31 - 2022	W30 - 2022	W29 - 2022	W28 - 2022	W27 - 2022	W26 - 2022	W25 -
Defects & Issues										
Courtesy Issues										
Cancellation Rate										
SLA compliance										

KPI trends (weekly)

Measure
Defects & Issues
Courtesy Issues
Cancellation Rate
SLA compliance

PP Scores (T4W calculation)

The KPI calculation is based on 4 weeks of data

Measure	W34 - 2022	W33 - 2022	W32 - 2022	W31 - 2022	W30 - 2022	W29 - 2022	W28 - 2022	W27 - 2022	W2
Performance Score									
Quality (Defects & Issues)									
Production Speed (SLA Compliance)									
Stock Reliability (Cancellation)									

Performance Scores - as shown to customers

Feedback

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Defects & Issues matrix (trends) ⓘ

Reporting Period	‹	2022 - W34	2022 - W33	2022 - W32	2022 - W31	2022 - W30	2022 - W29
Issue Type		Issue Count	Issue Count	Issue Count	Issue Count	Issue Count	Issue Count
1 Bad Embroidery							
2 Bleeding Area Not Covered							
3 Blurry Print							
4 Coloring Issue							
5 Courtesy Design Issue							
6 Defective Item - Broken							
7 Defective Item - Holes							
8 Defective Item - Mechanical							
9 Defective Item - Torn							
10 Design Placement Issue							
11 Embroidery Guidelines Not Met							
12 Faded Print							
13 Heat Press							
14 Missing Item							
15 Missing Print							
16 Packaging Issue							
17 Peeling Print							
18 PP Tolerance							
19 Scaling Issue							
20 Stains							
21 Substitute							
22 Underbase Issue							
23 Within Tolerance							
Totals							

Snapshot of complaint level data with order level issue information and customer complaint reports

KPIs change over time

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Top 5 defects (current week) ⓘ

	Issue
1	Stains
2	Wrong Print
3	Faded Print
4	Design Placement Issue
5	Defective Item - Holes

Defect Trends (Last Week)

Top 3 defects per product (current week) ⓘ

	Product
1	Unisex Jersey S...
2	
3	
4	Unisex Heavy B...
5	
6	
7	Unisex Heavy C...
8	
9	
10	Kid's Fine Jerse...
11	
12	
13	Women's Ideal ...
14	
15	

Product Level Defect Trends

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