Labl Fashion
RESPONSIBLE FASHION • DIGITAL EVIDENCE • MARKET ACCESS
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CONTROLLED OPERATIONAL MANUAL

Quality, Compliance, Traceability and Product Release Manual

Ensure every Labl Fashion product is made and released against an approved definition, applicable legal and customer requirements, and a complete proportionate evidence file.

Document control	Approved treatment
Document code	LF-MAN-04
Owner	Managing Director / designated manual owner
Version	1.0
Effective date	Upon Board/management approval
Review	Annual and after material legal, operational, incident or strategy change
Classification	Controlled internal and approved partner-use document

Labl Fashion LTD | Registration PVT-3QU23XV | Prepared July 2026

1. Purpose, scope and authority

Ensure every Labl Fashion product is made and released against an approved definition, applicable legal and customer requirements, and a complete proportionate evidence file.

SCOPE Applies to supplier qualification, incoming materials, sampling, production, inspection, testing, labelling, claims, release, complaints, recall and traceability.

This manual supports the Labl Fashion Strategic Plan and Comprehensive Business Plan 2027–2030. It does not replace applicable Kenyan law, binding customer/partner requirements, professional advice or a more stringent approved control. Where requirements conflict, work must pause and the manual owner must obtain an authorised decision.

2. Governing principles

- Quality is built into the process and independently released where required.
- Compliance is determined for the product, market and date of supply.
- A QR code or system record does not prove physical truth without controlled source evidence.
- Claims are limited to scope and status: aspiration, controlled practice, measured result or verified result.
- Nonconforming product is identified, segregated and dispositioned by authorised persons.

3. Roles and accountability

Role	Core accountability
Quality/sustainability lead	Own quality system, release rules, claims and corrective action.
Compliance owner	Maintain market/product requirement register and competent review.
Supplier owner	Qualify supplier, specification, evidence and performance.
Production supervisor	Maintain process controls and stop/escalate abnormal conditions.
Inspector/tester	Perform authorised checks using controlled methods and calibrated equipment.
Release authority	Approve product and evidence file before dispatch.
Recall coordinator	Control containment, communication, trace, recovery and regulatory/customer actions.

4. Standard operating procedure

The following sequence is the minimum controlled workflow. The owner may add risk-based checks, but may not omit a required approval, evidence or safeguard without an authorised exception.

4.1 Requirement review

Identify use, market, law, standard, contract, labelling, evidence and test requirements.

4.2 Supplier/material approval

Approve specification, composition, lot evidence, restricted substances and change controls.

4.3 Quality plan

Define critical characteristics, methods, frequency, sample size, acceptance and records.

4.4 Incoming control

Verify identity, quantity, condition, lot, documents and test/inspection status.

4.5 Production control

First piece, in-process checks, measurement, workmanship, equipment and defect containment.

4.6 Final verification

Inspect/test, reconcile batch, review labels/packaging and complete evidence file.

4.7 Release

Named authority signs product, compliance, commercial and dispatch release.

4.8 Post-market action

Investigate complaint/return; perform root cause, correction, CAPA and recall if necessary.

5. Control matrix

Control point	Required control
Approved specification	Single current version with measurable acceptance criteria.
Calibration/verification	Equipment fit for purpose, identified, checked and removed from use when unreliable.
Nonconformity	Status label, physical/system segregation, disposition approval and traceable rework.
Claims register	Claim, scope, product, evidence, owner, reviewer, status and communication locations.
Traceability test	Periodic one-step-back/one-step-forward and batch-evidence retrieval exercise.
Recall readiness	Contact tree, legal/customer criteria, affected batch determination and simulation.
Corrective action	Containment, cause, systemic action, effectiveness review and closure.

6. Exceptions, incidents and escalation

1. Stop or contain any condition that presents immediate danger, illegality, serious harm, uncontrolled loss, material product risk or unauthorised disclosure.
2. Notify the supervisor/manual owner promptly; preserve people, physical and digital evidence without obstructing urgent care or legal duties.
3. Classify the event, assign an owner, document immediate correction and determine customer, worker, community, regulator, insurer, funder or Board notification.
4. Investigate proportionately, identify contributing and systemic causes, approve corrective/preventive action and verify effectiveness before closure.
5. Record authorised deviations with reason, scope, duration, compensating controls and expiry; repeated exceptions require system change or escalation.

7. Records and evidence

Records must be accurate, dated, attributable, legible, protected, retrievable and retained under the approved retention schedule. Personal, customer, community, financial, research and security information receives access proportionate to risk.

Required record	Minimum evidence expectation
Requirement register	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Approved supplier/material file	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Inspection and test plan	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Incoming inspection	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
First-piece/in-process/final inspection	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Calibration register	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Nonconformity and CAPA	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Release certificate	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Complaint/recall log	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.
Traceability test	Owner, date/period, subject, decision/status, source or attachment, approval where required and retention location.

8. Performance indicators and management review

Indicator	Review question
Incoming acceptance	What does incoming acceptance show about effectiveness, risk, trend, root cause and required decision?
First-pass yield	What does first-pass yield show about effectiveness, risk, trend, root cause and required decision?
Defects per batch	What does defects per batch show about effectiveness, risk, trend, root cause and required decision?
Rework and seconds	What does rework and seconds show about effectiveness, risk, trend, root cause and required decision?
Release right-first-time	What does release right-first-time show about effectiveness, risk, trend, root cause and required decision?
Complaint/return rate	What does complaint/return rate show about effectiveness, risk, trend, root cause and required decision?
CAPA closure time	What does capa closure time show about effectiveness, risk, trend, root cause and required decision?
Traceability retrieval time	What does traceability retrieval time show about effectiveness, risk, trend, root cause and required decision?
Unsupported-claim incidents	What does unsupported-claim incidents show about effectiveness, risk, trend, root cause and required decision?

The manual owner reviews indicators monthly or quarterly according to risk, reports material exceptions through the management pack and proposes changes during annual management review. A positive metric never overrides evidence of harm, legal breach or stakeholder grievance.

9. Competence, communication and training

- Identify roles that require induction, supervised practice, formal qualification, refresher training or independent authorisation.
- Assess competence through observed performance, records, tests, work results or authorised sign-off—not attendance alone.
- Communicate changes before their effective date and confirm affected users can access the current controlled version.
- Withdraw access or require supervision where competence has expired, changed or proved insufficient.
- Retain training, assessment, authorisation and refresher records.

10. Review, change and approval

Trigger	Required action
Annual review	Confirm continued suitability, legal/contractual alignment, evidence, indicators, incidents and user feedback.

Trigger	Required action
Material incident or audit finding	Review affected control immediately and implement approved corrective change.
Legal, market or system change	Obtain competent review before the new requirement or release becomes effective.
Process/organisation change	Update roles, records, training, permissions and continuity arrangements.
Manual revision	Issue new version, change summary, approval, effective date and superseded-version withdrawal.

Appendix A — Operational templates

The following templates form the minimum annex set. The manual owner may issue controlled electronic equivalents in LaDOS or another approved system.

A.1 Product requirement review

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.2 Inspection and test plan

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.3 Nonconformity report

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.4 CAPA form

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.5 Product release checklist

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.6 Complaint investigation

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

A.7 Recall decision and trace test

Field	Required entry
Reference and date	Unique number, date/time and related customer/project/order/partner/person as applicable.
Owner and participants	Responsible owner, contributors, reviewer and approval authority.
Facts/evidence	Objective information, source, attachments, system references and limitations.
Decision/action	Decision, conditions, immediate control, actions, due dates and status.
Verification/closure	Verifier, effectiveness evidence, closure date and residual issue.

Appendix B — Approval

This manual becomes controlled when approved by the authorised Labl Fashion authority. Printed copies are uncontrolled unless specifically registered.

Approved by	Capacity	Signature	Date
	Board Chair / delegated authority		
	Managing Director / Venture Lead		
	Manual owner		