



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



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 - 2022
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Order alerts

Forecasts

CxM

Products

API credentials

API testing

Settings

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13m ago



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 - 2022
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	W26 - 2022	W25 - 2022
Performance Score										
Quality (Defects & Issues)										
Production Speed (SLA Compliance)										
Stock Reliability (Cancellation)										

Performance Scores - as shown to customers

PP

Print Provider

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