# Central Manufacturing Quality Investigation Form

While our current reject/remake process captures enough information for RxO to react to most opportunities, there are occasions where we see *highly unusual issues, or multiple rejects for the same order.* In these situations, we want to provide the opportunity for stores and field to share additional information to the labs for review.

**Instructions:** Complete this entire form and collect the following items to be included in the image set. Take a separate image (up to four can be sent at one time using MyLook) of each one of the bullet points below *and send to your ROM:*

- Rejected Eyewear
- Store Lab Rx Ticket
- Central Manufacturing Quality Investigation Form
- Include all copies of Outside Lab Rx Tickets

Please note: Timely receipt of rejected eyewear images is critical, please provide MyLook images to your ROM immediately.

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Today's Date:_____     Store Number: _____

Associate Name & Title: _____Customer Name: _____

Original Order (4-digit store # **/** 11-digit order #): S_____/_____     Original Order Date: _____

Re-transmit (4-digit store # **/** 11-digit order #): S_____/_____     Re-transmit Order Date: _____

Order Type:   ☐Complete   ☐Lenses Only Uncut   ☐Authentic   ☐Cut & Edge

Select the Quality Issue(s) check all that apply

☐ Mismatched lenses / Upside down gradient          ☐ Engravings missing or too deep

☐ Missing add-ons that were ordered                       ☐ Mirror coating

☐ Off power by more than 1 diopter                          ☐ Drill mount concerns

☐ Incorrect lens size (Big or Small)                          ☐ Gaps / Lens Shape / Wrong Frame

☐ Tint issue (Color / Density)                                    ☐Other (include detailed comments below)

☐ Multiple rejects for the same lab issue (provide prior reject reason _____ )

Use this area to further describe the quality issue if needed:

_____

_____

Please include the values of your inspection results (If rejected for Rx reasons)

Is this Rx optimized? ( Y  or  N ) If yes document optimized reading.

OD: Sphere: _____ Axis:_____ Cyl:_____ Add:_____ Prism:_____
OS: Sphere: _____ Axis: _____ Cyl: _____ Add: _____ Prism: _____

Circle Manufacturing Facility:   Atlanta   Columbus   NorthCreek (Dallas)   Other_____