

# Social & Labor Convergence Program (SLCP)

*Converged Assessment. Collaborative Action.  
Improved Working Conditions.*

How does SLCP ensure data quality?

# SLCP and Data Quality

Accurate and trustworthy data is at the heart of SLCP's vision and mission

SLCP provides...

Reliable  
Data

Verified by SLCP  
approved Verifiers

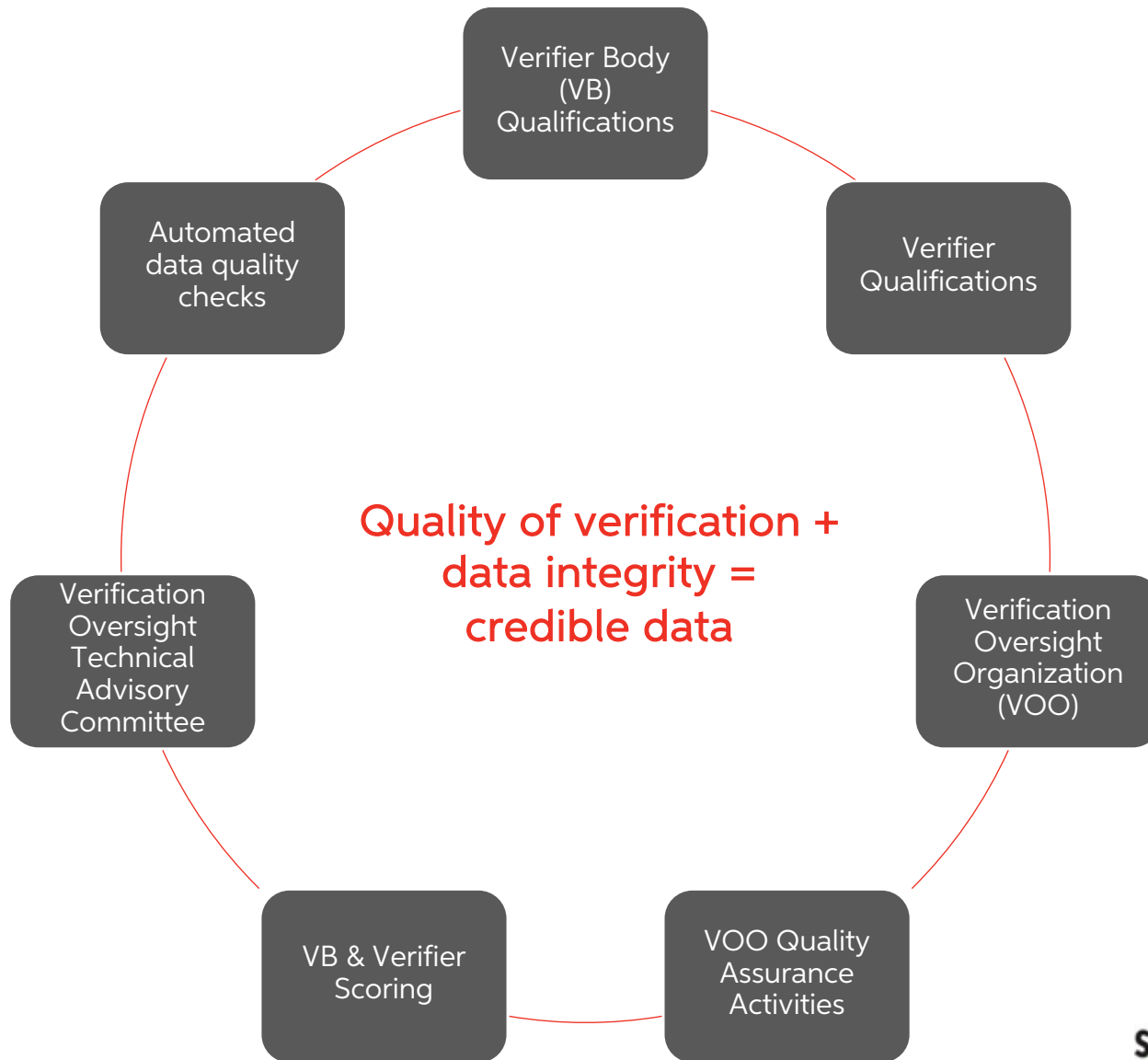
Outcome of a  
system including  
multiple quality  
checks

High-  
quality  
Data

Automatically  
quality-checked  
before becoming  
publicly available

Consistent &  
accurate due to  
system and  
process design

# How does SLCP ensure data quality?

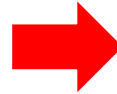


# Verification Oversight System

Quality ensured through VB & Verifier approval process and QA activities

## Verification Oversight Organization (VOO)

Responsible for ensuring integrity of SLCP verification & quality of verified assessment



### VOO activities include:

- Selection of Verifier Bodies & Verifiers
- Quality Assurance (e.g. desktop reviews, shadow & counter verifications)

Verifier Body  
(VB)

Verifier Body  
(VB)



### VB can be 2<sup>nd</sup> or 3<sup>rd</sup> party. Criteria:

- SLCP signatory with minimum 3 years' experience in social auditing
- Must have management systems in place to select & monitor SLCP approved Verifiers and assure quality of verification process

Verifier Verifier Verifier Verifier



### Verifier criteria:

- Work for an SLCP Verifier Body
- Minimum 3 years' experience in social auditing & relevant training/ accreditation
- Must successfully complete SLCP approval process (complete e-learning & pass exam)

# Post-Verification Quality Assurance

The QA Manual describes all QA activities undertaken by the VOO and how these activities are used to drive improvement in the SLCP verification process. The QA Manual is [publicly available](#) to ensure transparency.

Quality Assurance Activities	Desktop Review	Remote review of a finalized verification. Desktop Reviews look into the verified assessment report to check whether the SLCP approved Verifier supported corrected responses with objective data and that questions are answered consistently. Desktop Reviews are conducted AFTER a verification is finalized and do not result in corrected or revised report, but can invalidate a report when grave errors are found.
	Shadow Verification	The VOO joins an on-site verification to observe the process and assess SLCP approved Verifiers' performance.
	Duplicate Verification	The VOO or a different VB conducts a second (identical) verification at a recently verified facility. The duplicate Counter Verification follows the same procedure as the initial verification. The differences between the two verifications are analyzed.
	Counter Verification (1-day)	High level visit to a recently verified facility, using an SLCP customized counter verification methodology. A sample of the Data Collection Tool questions is verified. Counter Verifications employ the same methods of verifying information used in verifications (worker interviews, document reviews, etc.) as well as discrete interviews with management to gather information about the conduct of the initial verification. Counter Verifications include an analysis of any differences between the initial verification and the Counter Verification to determine the reasons for the difference.
	VB Management Check	Remote review of VBs systems for ensuring the quality of SLCP verifications. Checks on the effective implementation of policies and procedures for managing SLCP verifications and supporting the SLCP approved Verifier to deliver quality work.



# System to Assess Verifier Body Capacity

Traffic light system in place to monitor Verifier readiness in country

## How to interpret the traffic light system:

- Green means there are 3 VBs and 5 Verifiers approved in the country
- Yellow means there are enough VBs and Verifiers in the pipeline to reach 3 VBs and 5 Verifiers
- Red means there are not 3 VBs and 5 Verifiers and not enough in the pipeline

<input type="checkbox"/>	Country	Launched	Number of VB Approved	Current # of Verifiers (All)	Verifier Pipeline	
3	China	✓	54	277	94	
4	India	✓	41	67	50	
5	Sri Lanka	✓	25	25	14	
6	Taiwan	✓	28	47	4	
7	Thailand	✓	12	1	1	
8	Turkey	✓	1	16	12	
9	Vietnam	✓	1	18	18	
10	Hong Kong	✓	18	13	4	
11	South Korea	✓	6	1	0	
12	Bangladesh	✓	20	10	20	
13	Indonesia	✓	13	4	10	
14	Philippines	✓	8	4	1	
<input type="checkbox"/>	Malaysia	✓	9	4	2	
15	Macau	✓	9	11	2	
17	Myanmar	✓	13	8	4	

Example only: Contact SLCP for up-to-date info

# Verifier Capacity to Meet Demand

Countries with highest # of verifications have highest # of Verifiers



63 approved  
Verifier  
Bodies



733 approved  
Verifiers

Verifier  
applications  
opened  
3 months  
ahead of  
country launch

Current  
Verifier  
retention rate  
of  
94-97%

Possible to  
onboard new  
Verifiers in  
2 weeks

Country	Current # of VBs	Current # of Verifiers	Verifier Pipeline	Verifications Conducted	Average # Verifications Per Verifier
China	54	274	97	747	2.7
India	41	67	50	70	1.0
Taiwan	28	46	15	30	0.7
Sri Lanka	25	24	15	37	1.5
Vietnam	16	19	17	2	0.1
Turkey	22	16	12	3	0.2
Thailand	12	14	4	4	0.3
Hong Kong	18	13	4	1	0.1
Mexico	15	11	9	0	0.0
Macau	9	11	2	0	0.0
Bangladesh	20	10	20	0	0.0
Myanmar	13	8	4	0	0.0
Indonesia	13	4	10	0	0.0
Honduras	6	4	6	0	0.0
Guatemala	8	4	5	0	0.0
El Salvador	6	4	5	0	0.0
Malaysia	9	4	2	0	0.0

Country	Current # of VBs	Current # of Verifiers	Verifier Pipeline	Verifications Conducted	Average # Verifications Per Verifier
Kenya	6	4	1	0	0.0
Philippines	8	4	1	0	0.0
Spain	13	3	1	0	0.0
Mauritius	9	3	1	0	0.0
Morocco	4	3	0	0	0.0
Colombia	4	2	3	0	0.0
Dominican Republic	2	2	2	0	0.0
Romania	3	2	2	0	0.0
Portugal	3	2	0	0	0.0
Tunisia	5	2	0	0	0.0
Argentina	6	1	1	0	0.0
Poland	6	1	1	0	0.0
South Korea	4	1	0	0	0.0
Madagascar	2	1	0	0	0.0
Peru	3	0	1	0	0.0

All data last updated October 2020

# Automated Checks to Ensure Data Integrity

## Verification Data

- Automatic checking of each verified assessment against verification rules and immediately addressing any issues
- Ensuring the end-user receives consistent & high quality data every time

## Accredited Hosts (AH)

- Strict set of business rules that each AH must follow
- Rigorous testing of new AHs before they go live
- Onboarding new passive AHs to ensure competitive ecosystem

## Transfer of Data

- Data securely hosted on UN servers (ITC)
- Facility controls access to their verified data
- Token system for end-users to download verified data directly from the Gateway ensures access to original report



# The Importance of Honest Data



The honest reporting of data by facilities is ensured through...

- ✓ Terms of Use of the Converged Assessment Framework
- ✓ Verification Oversight Organization
- ✓ SLCP signatory charter commitments
- ✓ Facility profile approval & validation process
- ✓ Ongoing messaging on the topic to stakeholders

## Evidence of Honest Data from 2019 Ops Evaluation:

### Honest Data

**The average accuracy index for self-assessments was 89%**

This is the percentage of questions that the facility answered correctly during their self-assessment. The range of the accuracy index went from 30% to over 95%, demonstrating the benefit of verification as a process for ensuring any inaccurate data is identified & corrected.

**VOO desktop reviews found an average of 13 issues per report**

Out of 1500 data points, quality assurance checks found an average of 13 issues per report. The most common issues were incorrect entry of verification selection; insufficient verification data; incorrect entry of the corrected response; technology issues; or inconsistent information. In 2020 the average has reduced to 8 issues.

**71% of all verified assessments contained “legal flags”**

On these data points the facility’s self-assessment data was more frequently found to be incorrect, suggesting that Verifiers are successfully identifying & reporting non-compliances even if they are not disclosed during the self-assessment.