



NEVER STOP
IMPROVING™

Compliance Issue Reporting

(California Weights and Measures – Proof-of-Concept)

- (Store) Employee On-Line Submission Form
- (CSC) Digital Administration Platform

Inspection Date	Release Date	Location	Business Name	Quality	Count	First Name	Last Name	Job Title	Lead Contact	Status	Unlinked Documents
08/15/14	07/22/14	120284 8/24/14 011	2112	Permits	2457 A CLAN	2112	Andrew	Carusone	Area Product Service Dept	255	
08/15/14	07/22/14	120284 8/24/14 010	010	Permits	2457 A CLAN	010	Stanley	Stanley	Area Product Service Dept	255	
08/15/14	07/22/14	120284 11/11/14 011	2112	Permits	2457 A CLAN	2112	Michael	Michael	Area Product Service Dept	255	
08/15/14	07/22/14	120284 11/11/14 010	010	Permits	2457 A CLAN	010	Michael	Michael	Area Product Service Dept	255	
08/15/14	07/22/14	120284 11/11/14 011	2112	Permits	2457 A CLAN	2112	Michael	Michael	Area Product Service Dept	255	

Software solution developed by:

- Andrew Carusone – *Collaboration Services*
- October 15, 2014



How valuable to Lowe's... *is a lawsuit that's never filed?*

How many stores were inspected by a government compliance agency last year?

- **We don't know because (currently) ONLY "Notices-of-Violation" are reported to LEGAL.**

Currently, stores ***do not report ALL compliance oriented government inspections*** and Lowe's does not have a means of collecting and managing this information.

If stores had a seamless way to report ALL compliance related inspections, Lowe's could know...

- Where inspections are occurring the most.
- Which stores are being inspected the most.
- Which items inspectors are targeting the most.
- What our vendors are potentially *not telling us*.
- What our vendors are potentially *not aware of*.
- What % of inspections result in a "Notice of Violation".
- Which State Inspectors target Lowe's the most.
- How to better inform store management teams in order to avoid additional "Notices of Violation".
- How to better inform Merchants and Vendors.



Current Work Flow



Stores report
"Notices of Violation" **ONLY**

Employees fax
3-page paper form
to LEGAL Department

Employees fax
3-page paper form
to Outside LEGAL Counsel

Legal
Reviews
Submission

Master Data & Content Mgmt
works with Merchants,
QA, Vendors, etc.
to resolve issues



Potential Future Workflow



Stores report compliance issues



System notifies Outside Counsel, related field employees (VPSO, etc.)



Manages Issue Status in system

SOLUTION

Legal Reviews Submission

Master Data & Content Mgmt works with Merchants, QA, Vendors, etc. to resolve issues



Reporting (in real-time)



The Case for Change

Transforming from a paper-form to a digital solution creates great value for Lowe's by...

- Ensuring greater consistency by replacing paper with online, digital forms
- Leveraging in-store mobile technology that enables employees to report compliance issues and government inspections, include supporting photos, inspector provided documents and notices on store mobile devices - *right from the sales floor!*
- Eliminate mistakes through the use of "*required fields*", and instant support – *built right into the form!*
- Preservation of "*Attorney-Client Privilege*" by securely storing information on LEGAL department servers.
- 128-bit platform security ensures information is managed on a "*need-to-know*" basis. Record changes logged via detailed audit logs
- Select information is automatically shared with key field support employees and outside legal counsel



The Case for Change

Transforming from a paper-form to a digital solution creates great value for Lowe's by...

- putting the “business in charge”. Almost all solution features would be configured by authorized "Business Administrators" - eliminating most IT or vendor dependencies.
- authorized Business Administrators would have the ability to manage user access and group policies.
- reducing time between issue reporting and issue solutions.
- mapping inspection "*hot spots*" in real-time. "*Where are inspections occurring? Who's potentially next?*"
- creating a means to analyze trends and critical business elements
- **creating the means to capture ALL compliance issues and government inspections – in all 50 states – without having to add additional head count and resources.**



What's Possible?

It's possible to develop a solution that...

- *instantly notifies Store Managers*, in same county (or surrounding area), when a store reports an inspection event and provide Store Managers with the list of items targeted, the state inspector's name, etc.



- is fully **"Mobile Aware"**. (In other words – USEABLE!) Field employees, could have secure access to platform features on authorized mobile devices. "Look and Feel" would be optimized for smart phones and tablets.



DESKTOP



MOBILE VERSION



Lowe's already has the resources and know-how needed to transform this process.

- This challenge can be met with existing intranet resources
- System hardware (Intranet IIS servers, LEGAL SQL Servers, etc.) are already in place and more than capable of supporting this effort.
- No outside vendors are required.
- No additional IT support is required.
- No PMO is required.
- No additional funding is required.
- No additional headcount is required.

What is needed to develop a solution?

- **Sponsorship** – The realization of a full business solution (policy, process, technology, communication, training, measurement, etc.) requires better clarity and alignment around decision rights.
- **A dedicated resource** – While Legal *reviews* compliance reporting, and Content Management *responds* to issues, this effort requires someone dedicated to “*collecting and managing*” reported issues.
- **Time** – A “*proof-of-concept*” is currently under development. Release of a production solution by January, 2015 is possible.



**NEVER STOP
IMPROVING™**

Compliance Issue Reporting

(California Weights and Measures – Proof-of-Concept)

- **(Store) Employee On-Line Submission Form**
- **(CSC) Digital Administration Platform**



Currently, store employees are asked to complete and fax a paper document each time an inspection agent identifies themselves to a member of the store management team.

This process...

- often fails to capture the details of each inspection event (especially those events where Lowe’s is found to be in full compliance)
- often fails to capture complete information related to an inspection event
- often fails to notify critical field support and CSC support employees in a timely manner

Privileged & Confidential Attorney/Client Communication

WEIGHTS AND MEASURES INSPECTION REPORT

Upon completion of this form, please (1) e-mail or fax to Ann Marie Mortimer at amortimer@hunton (213) 532-2103 AND (2) fax or e-mail to Cheryl Windsor at Cheryl.S.Windsor@Lowe.com (704) 757-0650.

Your Name and Job Title: _____

Store Location: _____

Date of Inspection: _____

Today's Date: _____

Name(s) of Inspectors:	Agency Affiliation:
------------------------	---------------------

Name(s) of All Lowes Employees Who Interacted With Inspectors:
--

Area(s) Inspected:

Please describe all conversations with Inspectors:
--

What were the results of the inspection?
--

-1-

The *proposed software solution* promises to...

- **Make it easier on employees** by replacing current paper forms with secure, web-based, highly intuitive equivalents
- **Increase security** by replacing the use of fax with the use of more secure client/server techniques
- **Eliminate mistakes** and increasing data integrity through the use of “*required fields*” (no more incomplete forms, partial data, etc.)
- **Increase operational awareness** by instantly notifying key employees when inspection events are reported

The screenshot displays a web-based form titled "California Weights and Measures Inspection Report". The form is designed for submitting a new inspection report and includes several sections:

- ATTENTION!** A warning section stating "Select here should you require assistance related to completing this important online inspection Report."
- Form Fields:** Includes fields for EmpID (State ID), First Name, Last Name, Which best represents your current Job Title (Data), Store, Inspection Date, Inspector's First Name, Inspector's Last Name, and Which best represents the name of the inspecting agency.
- SELECT FROM THIS LIST OF STORE TYPES:** A dropdown menu with options like Electrical - Strength, Plumbing, Hardware, Home Appliances, etc.
- YOU SELECTED THE FOLLOWING STORE TYPES:** A list of selected store types, such as Plumbing - Strength.
- PLEASE DESCRIBE ALL OBSERVATIONS:** A text area for describing observations.
- DID THE INSPECTOR ISSUE AN OFFICIAL NOTICE?** A radio button selection (Yes/No/Don't know).
- WHICH BEST REPRESENTS THE TYPE OF OFFICIAL NOTICE ISSUED?** A dropdown menu for the type of violation.
- PLEASE LIST ANY LENSES IDENTIFIED BY THE INSPECTOR(S):** A list of lens numbers.
- PLEASE DESCRIBE ANY RESPONSE TAKEN BY STORE EMPLOYEES IDENTIFIED BY THE STATE INSPECTOR(S):** A text area for describing responses.
- DID THE INSPECTOR REQUEST A RESPONSE FROM LENSES?** A radio button selection.
- IF "YES", PLEASE DESCRIBE RESPONSE REQUESTED:** A text area for describing the response requested.
- IF "YES", PLEASE DESCRIBE ANY CHANGES MADE BY YOUR STORE:** A text area for describing changes.
- WERE PHOTOS TAKEN BY THE INSPECTOR(S)?** A radio button selection.
- WERE VIDEOS TAKEN BY THE INSPECTOR(S)?** A radio button selection.
- WERE PHOTOS TAKEN BY LENSES' EMPLOYEES?** A radio button selection.
- WERE VIDEOS TAKEN BY LENSES' EMPLOYEES?** A radio button selection.
- WHICH BEST REPRESENTS THE RESULTS OF THE INSPECTION?** Radio button selection (No issue, Minor issue, Major issue, Closed).
- PLEASE PROVIDE ANY ADDITIONAL INFORMATION OR COMMENTS YOU FEEL ARE IMPORTANT TO THIS INSPECTION EVENT:** A text area for additional information.
- PLEASE INCLUDE A SCANNED COPY OF ANY PAPER REPORTS, DOCUMENTS OR NOTICES PROVIDED BY THE INSPECTOR. PDF OR JPG ARE THE PREFERRED FILE FORMATS.** A section for uploading files.

At the bottom, there are "Add Files", "Upload", and "Cancel" buttons, and a footer with copyright information.

Store Employee Experience

Store employee on-line submission form

Submit a new California Weights & Measures Inspection Report

ATTENTION!

[Select here should you require assistance](#) related to completing this important on-line *Inspection Report*.

The form **can not be submitted** without all "required fields" complete.

EmplID (Sales ID) *

First Name *

Last Name *

Which best represents your current Job Title (Role) *

Store *

Inspection Date *

Inspectors First Name *

Inspector's Last Name *

"Field validation" techniques ensure employees can only submit a number – no more than 4 digits – for fields like "Store Number"

Which best represents the name of the inspecting agency?
 California Weights and Measures
 OTHER *

Please list the names of any Lowe's employees who interacted with the inspectors.

George Washington
Thomas Jefferson
Andrew Jackson
James Polk

Please select the areas of the store examined by the inspector (select all which apply)

Select from this list of Store Areas

- Electrical - Fashion
- Electrical - Rough
- Flooring
- Hardware
- Home Organization
- Kitchens
- Lawn and Landscape
- Millwork
- OPE
- OTHER
- Seasonal Living
- Tools
- Windows & Walls/Home Decor

Select from this list of Store Areas

You Selected the following Store Areas

- Building Materials/Lumber
- Live Nursery
- Paint/Cleaning
- Plumbing - Fashion
- Plumbing - Rough

You Selected the following Store Areas

Please best describe all conversations held with the inspectors

John Doe, the State Inspector, arrived at 8 am and asked to speak with the Store Manager. He was calm and pleasant, but stated he had some concerns with some of the pricing labels we have in the Departments indicated above.

Selecting items, like "Store Area" is as simple as clicking on a name and creating a list.

Did the inspector issue an official notice? Yes No I don't know *

Which best represents the type of official notice issued?

*

This makes completing the form significantly faster than paper forms, having multiple pages, with far fewer mistakes.

Please list any Lowe's ITEM NUMBERS specifically identified by the inspector(s)

12345
87654
5645678
3344556
2323456
873456
11223

EmplID (Sales ID) *
 First Name *
 Last Name *
 Which best represents your current Job Title (Role) *
 Store *
 Inspection Date
 Inspectors First Name
 Inspector's Last Name *

CRITICAL! Enter the store number where the inspection occurred. Please provide a numeric store number. Leading zeroes are not necessary.

Employees automatically receive "hints" and support when using the form and selecting fields.

Training, guidance and support is built-in!

Store *
 Inspection Date *
 Inspectors First Name 2014
 Inspector's Last Name *
 Which best represents the name of the inspecting agency?
 Please list the names of any Lowe's employees who interacted with the inspectors.

Please indicate the date in which the inspection event occurred.

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

today hide

Date entry is fast and uniform.

Employees simply pick the appropriate date from a pop-up calendar.

These types of web-based techniques vastly reduce the time needed to submit vital information while reducing mistakes inherent to completing handwritten, paper-based forms.

It's how employees expect to work.

"Business Admins" have complete, real-time control over the choices and options store employees have to choose from in the submission form.

Please describe any response taken to correct deficiencies identified by the State Inspector(s)

After receiving the violation notice, we contacted the Market Director, printed up-to-date signage and contacted our AQM.

Did the inspector request a response from Lowe's? Yes No I don't know

If "yes", please describe response requested

The State Inspector asked us to post new signage and new price labels.

If "yes", please describe any changes made by your store

We've updated the price labels and signage related

Were photos taken by the inspector(s)? Yes No I don't know

Was video taken by the inspector(s)? Yes No I don't know

Were photos taken by Lowe's employees? Yes No I don't know

Was video taken by Lowe's employees? Yes No I don't know

Which best represents the results of the inspection? No issues Minor issues Major Issues OTHER




Please provide any additional information or comments you feel are important to this inspection event

We've made the changes the State Inspector has asked us to make, however, we don't really know what to do next or whom to contact at the CSC, Legal, etc. We need help regarding next steps because we don't want to stay in compliance.

We attached a copy of the "Notice of Violation" the State Inspector issued us.

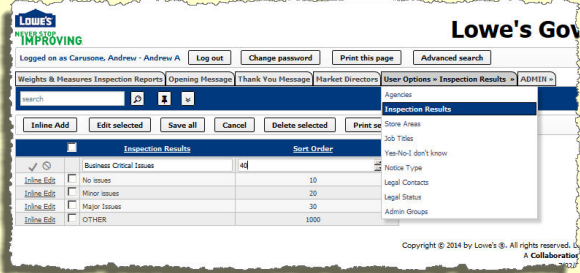
Please include a scanned copy of any paper reports, documents or notices provided by the Inspector. PDF or JPG are the preferred file formats.

Add files Upload Cancel

-  CaliforniaWeightsMeasures_Lowes_20140616_Carusone.pdf 101.78 KB [Upload](#) [Cancel](#)
-  CaliforniaWeightsMeasures_Paper_Submission_Form.pdf 24.79 KB [Upload](#) [Cancel](#)
-  CaWeightsMeasures_20140616_121337.pdf 81.44 KB [Upload](#) [Cancel](#)

Authorized *"Business Admins"* can make changes to selection choices in the on-line **Inspection Report** at any time. Changes take effect instantly.

(No need for assistance from IT, etc.)



The screenshot shows the 'Lowe's GOV' interface. At the top, it says 'IMPROVING' and 'Lowe's Gov'. Below that, there are navigation links like 'Weights & Measures Inspection Reports', 'Opening Message', 'Thank You Message', 'Market Directors', 'User Options', and 'Inspection Results'. A search bar is present. Below the search bar, there are buttons for 'Inline Add', 'Edit selected', 'Save all', 'Cancel', 'Delete selected', and 'Print se'. The main content area shows a table titled 'Inspection Results' with columns for 'Sort Order' and 'Notice Type'. The table lists various issue types and their counts: 'Business Critical Issues' (10), 'No issues' (10), 'Minor issues' (20), 'Major Issues' (30), and 'OTHER' (1000). The 'Notice Type' column lists 'Legal Contacts' and 'Admin Groups'. At the bottom right, there is a copyright notice: 'Copyright © 2014 by Lowe's ®. All rights reserved. A Collaboration'.

Select Here to Submit Weights and Measures Inspection Report

Please provide any additional information or comments you feel are important to this inspection event

We've made the changes the State Inspector has asked us to make, however, we don't really know what to do next or whom to contact at the CSC, Legal, etc. We need help regarding next steps because we don't want to stay in compliance.

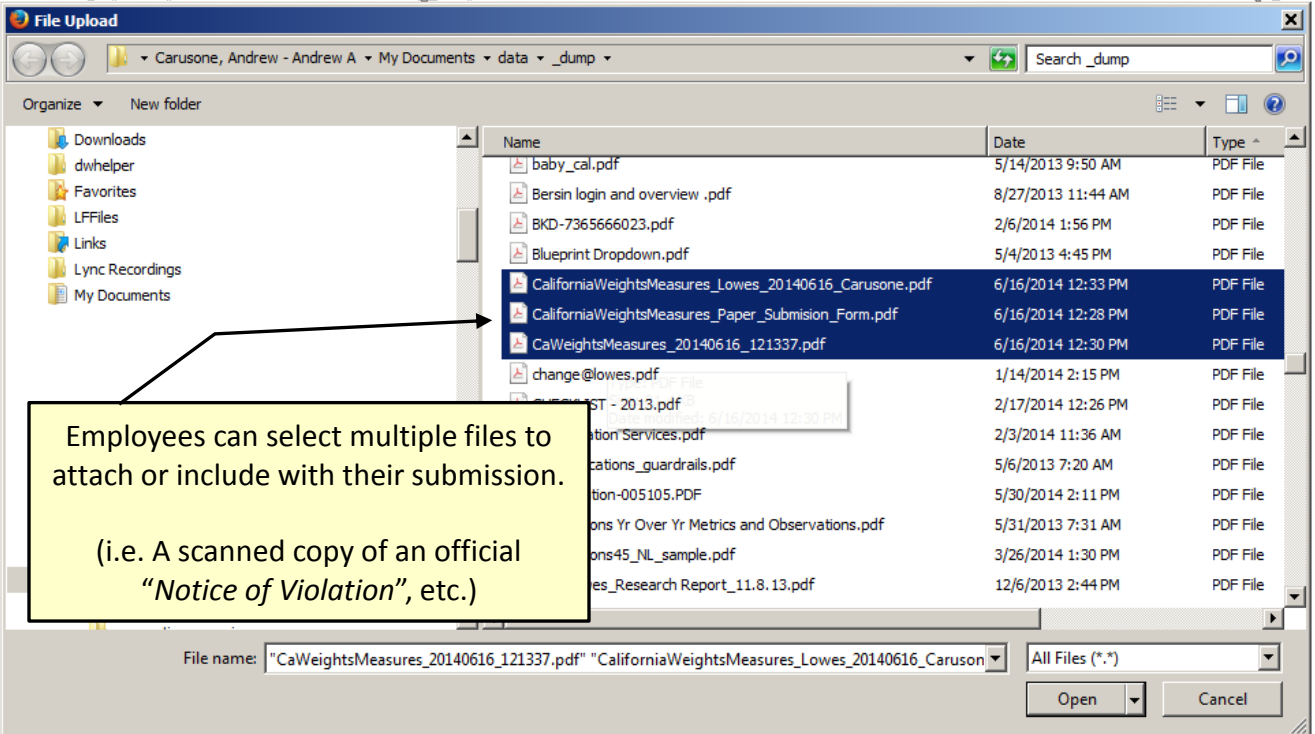
We attached a copy of the "Notice of Violation" the State Inspector issued us.

Please include a scanned copy of any paper reports, documents or notices provided by the Inspector. PDF or JPG are the preferred file formats.

Add files

Drag files here

Adding supporting documents to a submission is as simple as "dragging and dropping".



Employees can select multiple files to attach or include with their submission.

(i.e. A scanned copy of an official "Notice of Violation", etc.)

Please provide any additional information or comments you feel are important to this inspection event

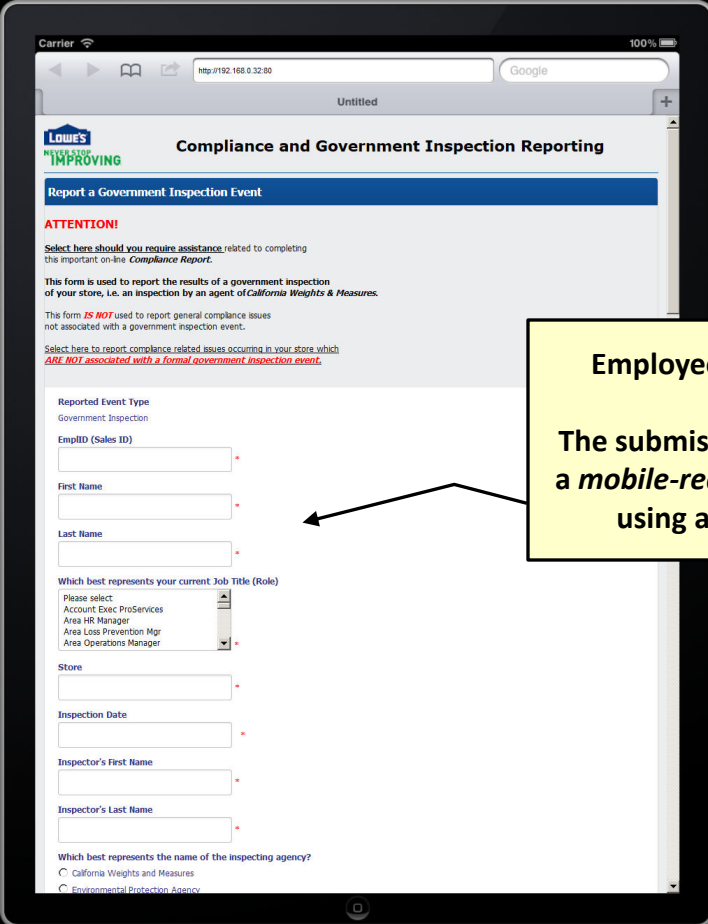
We've made the changes the State Inspector has asked us to make, however, we don't really know what to do next or whom to contact at the CSC, Legal, etc. We need help regarding next steps because we don't want to stay in compliance.

We attached a copy of the "Notice of Violation" the State Inspector issued us.

Please include a scanned copy of any paper reports, documents or notices provided by the Inspector. PDF or JPG are the preferred file formats.

Add files

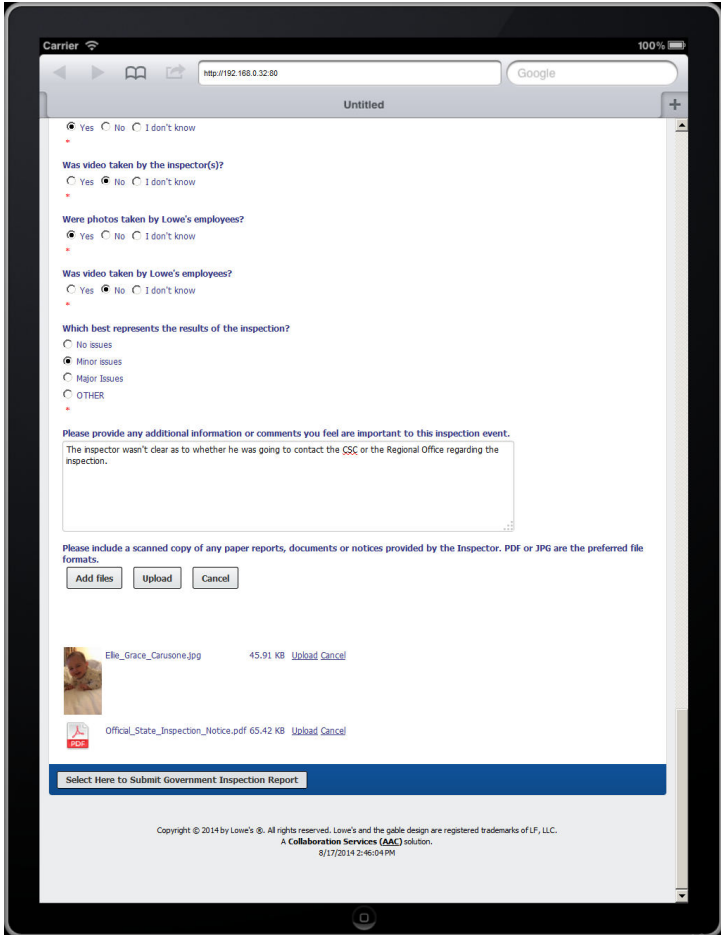
Drag files here

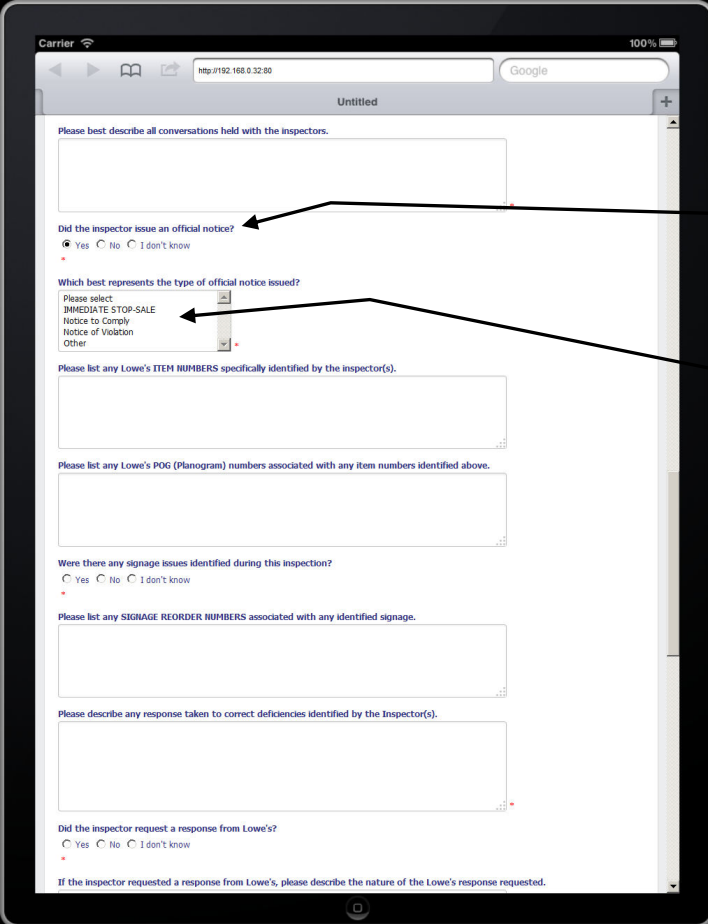


Employee entry forms are designed to be “mobile aware”.

The submission platform is designed to automatically covert to a *mobile-ready* user experience when accessed by an employee using a store issued mobile device (iPad, iPhone, etc.).

Because the mobile version of the application is “built-in” by design, employees receive the optimum user experience whether they are submitting from a laptop, thin-client terminal or using an iPad directly from the sales floor!

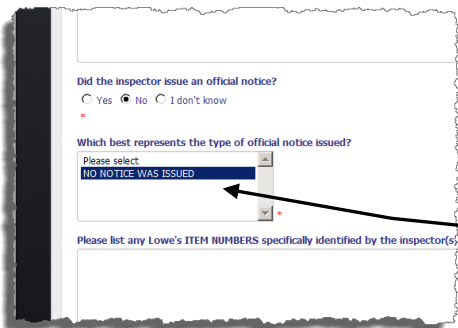




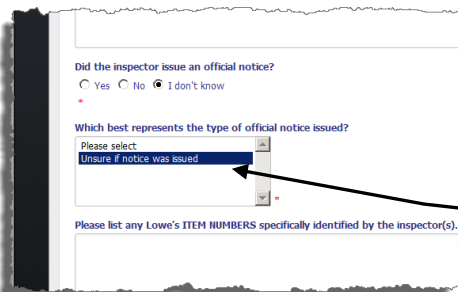
The use of *Dependent Listboxes* for the entry of key information, helps eliminate mistakes while speeding the entry process.

In this example...because the employee indicates "Yes" when asked if an official notice was issued...

...the list of possible choices for "notice type" is reduced to only those choices the administrator associates with the selection of "Yes" above. This reduces errors and confusion.



Choice automatically change when the employee indicates "No"...



...or "I don't know".

Please provide any additional information or comments you feel are important to this inspection event

We've made the changes the State Inspector has asked us to make, however, we don't really know what to do next or whom to contact at the CSC, Legal, etc. We need help regarding next steps because we don't want to stay in compliance.

We attached a copy of the "Notice of Violation" the State Inspector issued us.

Add files Upload Cancel

Please include a scanned copy of any paper reports, documents or notices provided by the Inspector. PDF or JPG are the preferred file formats.

-  CaliforniaWeightsMeasures_Lowes_20140616_Carusone.pdf 101.78 KB [Upload](#) [Cancel](#)
-  CaliforniaWeightsMeasures_Paper_Submission_Form.pdf 24.79 KB [Upload](#) [Cancel](#)
-  CaWeightsMeasures_20140616_121337.pdf 81.44 KB [Upload](#) [Cancel](#)

Files are automatically uploaded to a secure server location upon submission of the **Inspection Report**.
The system is also configured to accept only certain types of files, limit file size, etc.

Upon submission, **the system automatically emails key employees...including the appropriate Market Director associated with the store submitting the report.**

TO: Jeff.R.Reynolds@lowes.com;Amortimer@hunton.com;Cheryl.s.windsor@lowes.com;Beau.f.goodwin@lowes.com;Courtney.N.Williams@Lowe.com
CC:
BCC:

Subject: ATTENTION! - IMPORTANT NOTICE - California Weights & Measures Inspection Report - Store: 2211

Each email notification can contain quick links to the employee's **Connections profile** and **Google Map** of the store location.

Date:	7/22/2014 9:24:56 AM
Employee:	Andrew Carusone
Connections Profile:	Select here to view Andrew's Connections Profile
Store:	2211 - Sunnyvale
Agency:	California Weights and Measures
Inspection Date:	2014-7-22 0:00:00
Inspector:	John Doe
Store Areas Inspected:	<ul style="list-style-type: none"> • Building Materials/Lumber • Live Nursery • Paint/Cleaning • Plumbing - Fashion • Plumbing - Rough
Inspector Conversations:	John Doe, the State Inspector, arrived at 8 am and asked to speak with the Store Manager. He was calm and pleasant, but stated he had some concerns with some of the pricing labels we have in the Departments indicated above.
Interacting Employees:	George Washington Thomas Jefferson Andrew Jackson James Polk
Notice Issued:	Yes
Notice Type:	Notice of Violation
Deficiency Response:	After receiving the violation notice, we contacted the Market Director, printed up-to-date signage and contacted our AOM.
Response Requested:	Yes
Store Response:	The State Inspector asked us to post new signage and new price labels.
Store Changes:	We've updated the price labels and signage related to the items listed in their notice of violation.
Photos Taken by Inspector:	Yes
Video Taken by Inspector:	I don't know
Photos Taken by Lowe's:	No
Video Taken by Lowe's:	No
Inspection Results:	Minor issues
Additional Comments:	We've made the changes the State Inspector has asked us to make, however, we don't really know what to do next or whom to contact at the CSC, Legal, etc. We need help regarding next steps because we don't want to stay in compliance. We attached a copy of the "Notice of Violation" the State Inspector issued us.
Uploaded Files:	Yes





Edit My Profile

(no status set)

clear update

Tags

Add tag(s) to this profile

My tags for this profile:

- 2.0
- alpha
- behavioral
- blog
- business

Carusone, Andrew

Dir Collaboration Serv & Gov
 Dept: CSCBU-0321 Learning & Social Col Solution
 Cubicle Code: 2W314
 Work Location: MOORESVILLE Mooresville CSC NB 5th Floor
 Work Phone: +1 704 758 5025
 Local Time: 9:26 AM

Send E-mail Download vCard

The Board Contact Information Education Personal About Me Recent Posts

What are you working on right now?



Finke, Erin wrote Jul 3

Happy birthday Andy!
Add comment



Ausura, Maureen wrote Jul 3 (1 comment)

Happy birthday and happy 4th of July



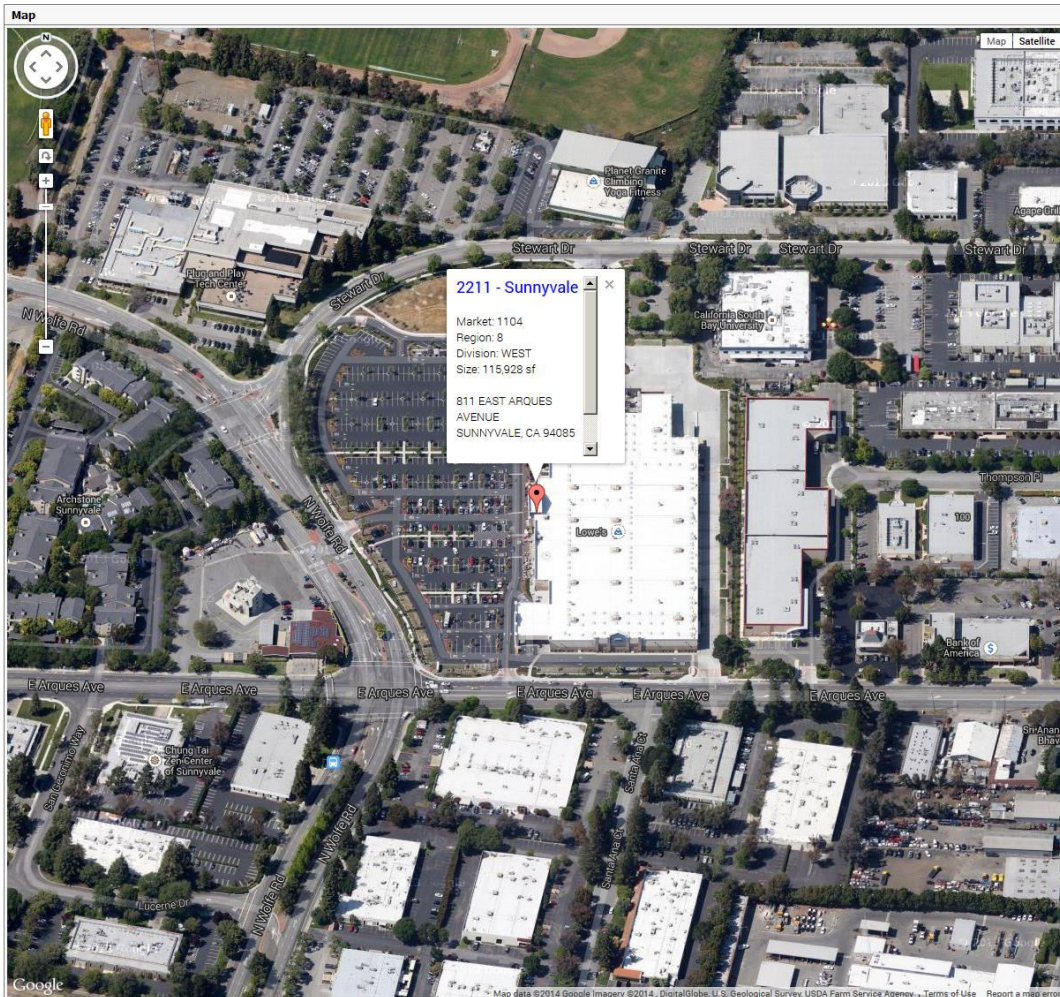
Shah, Niles Jul 3

Happy Birthday Andy!!

Write another comment...



Return Show RADAR Layer



Business Admin Experience

Administrative Menu – System Control (Legal)

The **Lowe's Government Inspections** Administrative platform is designed to provide authorized "*Business Administrators*" with real-time access to all information collected through the employee on-line *Inspection Report* submission process.

Key features include...

- Password protected, 128 bit platform encryption.
- The ability to set "*user group*" permissions, in order to restrict the tables and views, pages, and site functionality by user. (Legal decides who sees what.)
- All collected information is accessible in real-time and fully searchable.
- Built-in AJAX functionality makes using the platform user-friendly. Administrators can find information more easily with "*Google-like*" auto-suggest features. AJAX driven dependent dropdown boxes load much faster and users are able to preview content by simply hovering over links.
- Features like "*Forgot Password*" make user support easy to manage.



Lowe's Government Inspections

Username:

Password:

Remember Password:

[Forgot password?](#)

Submit

Weights & Measures Inspection Reports, Edit record [ID:64]

Inspection Date: 7/22/2014

Store Information

Submission Date: 7/22/2014 9:24:56 AM
 Location: 2211
 Business Name: Sunnyvale
 City: SUNNYVALE
 County: SANTA CLAR
 State: CA
 Market: 1104
 Region: 8
 Division: WEST
 EmpID: 12345
 First Name: Andrew
 Last Name: Carusone
 Job Title: Assistant Store Manager

Depending upon a user's access level or assigned GROUP (i.e. LEGAL, Operations, etc.), information related to each store submission is easy to navigate and is efficiently organized.

Agency

Inspecting Agency: California Weights and Measures
 Inspector First Name: John
 Inspector Last Name: Doe

Inspection

Interacting Store Employees George Washington
 Thomas Jefferson
 Andrew Jackson
 James Polk

Store Areas Inspected Building Materials/Lumber/Live Nursery,Paint/Cleaning,Plumbing - Fashion,Plumbing - Rough

Items
 12345
 67654
 5645678
 3344556
 2323456
 673456
 11223
 1212343

Inspector Conversations John Doe, the State Inspector, arrived at 8 am and asked to speak with the Store Manager. He was calm and pleasant, but stated he had some concerns with some of the pricing labels we have in the Departments indicated above.

Agency Notice Issued Yes
Agency Notice Type Notice of Violation

Deficiency Response by Store After receiving the violation notice, we contacted the Market Director, printed up-to-date signage and contacted our AOM.

Response Requested by Agency Yes
Response made by Store The State Inspector asked us to post new signage and new price labels.

Changes made by Store We've updated the price labels and signage related to the items listed in their notice of violation.

Photos Taken Inspector Yes
Video Taken Inspector I don't know
Photos Taken Lowe's No
Video Taken Lowe's No

Results

Results of the Inspection: Minor issues
Additional Store Comments: We've made the changes the State Inspector has asked us to make, however, we don't really know what to do next or who to contact.
 We attached a copy of the "Notice of Violation" the State Inspector issued us.

Authorized employees (LEGAL) have the ability to manage activities related to each store's submission.

Legal Input

Legal Contact: Pope, Elaine
 McCreary, Dean
 Reeves, M Lee
 Kim, Hannah
 Windsor, Cheryl

Status: Open
 Closed
 Submitted to outside counsel
 Under Appeal

Legal Department Comments:

[Style] [Font] [Size]

B I U [List Icons]

This issue is being submitted to outside counsel in California for review and assistance. **They are committed to responding to us by the first of August, 2014.**

Lowe's Government Inspections

Weights & Measures Inspection Reports, Edit record [ID:64]

Inspection Date 7/22/2014

Store Information

Agency

Inspection

Interacting Store Employees
George Washington
Thomas Jefferson
Andrew Jackson
James Polk

Store Areas Inspected Building Materials/Lumber/Live Nursery/Paint/Cleaning/Plumbing - Fashion, Plumbing - Rough

Items
12345
87654
5645678
3344556
2323456
873456
11223
1212343

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Video Taken Inspector I don't know

Photos Taken Lowe's No

Video Taken Lowe's No

Results

Legal Input

Legal Contact: Pope, Elaine
 McCreary, Dean
 Reeves, M Lee
 Kim, Hannah
 Windsor, Cheryl

Status: Open
 Closed
 Submitted to outside counsel
 Under Appeal

Legal Department Comments:

[Style] [Font] [Size]

B *I* U [List Icons] [Color Icon] [Image Icon] [Link Icon] [Unlink Icon]

This issue is being submitted to outside counsel in California for review and assistance. **They are committed to responding to us by the first of August, 2014.**

View Source

Record "sections" can be easily collapsed or expanded at anytime...reducing screen clutter and making it easy to work with submissions having large amounts of information.

Save Reset Back to list View

>>>

Lowe's Government Inspections

Weights & Measures Inspection Reports, View record [ID:64]

Inspection Date 7/22/2014

Store Information

Submission Date: 7/22/2014 9:24:56 AM

Location: 2211

Business Name: Sunnyvale

City: SUNNYVALE

County: SANTA CLAR

State: CA

Market: 1104

Regions: 8

Division: WEST

EmplID: 12345

First Name: Andrew

Last Name: Carusone

Job Title: Assistant Store Manager

Agency

Inspecting Agency: California Weights and Measures

Inspector First Name: John

Inspector Last Name: Doe

Inspection

Interacting Store Employees : George Washington
Thomas Jefferson
Andrew Jackson
James Polk

Store Areas Inspected : Building Materials/Lumber/Live Nursery/Paint/Cleaning/Plumbing - Fashion/Plumbing - Rough

Items : 12345

87654

5645678

3344556

2323456

873456

11223

1212343

Inspector Conversations : John Doe, the State Inspector, arrived at 8 am and asked to speak with the Store Manager. He was calm and pleasant, but stated he had some concerns with some of the pricing labels we have in the Departments indicated above.

Agency Notice Issued : Yes

Agency Notice Type : Notice of Violation

Deficiency Response by Store : After receiving the violation notice, we contacted the Market Director, printed up-to-date signage and contacted our AOM.

Response Requested by Agency : Yes

Response made by Store : The State Inspector asked us to post new signage and new price labels.


Changes made by Store : We've updated the price labels and signage related to the items listed in their notice of violation.


Photos Taken Inspector : Yes

Video Taken Inspector : I don't know

Photos Taken Lowe's : No

Video Taken Lowe's : No

Uploaded Documents :  CaliforniaWeightsMeasures_Lowe's_20140616_Carusone.pdf 101.78 KB

 CaliforniaWeightsMeasures_Paper_Submission_Form.pdf 24.79 KB

 CaWeightsMeasures_20140616_121337.pdf 81.44 KB

Uploaded documents (i.e. scanned copied of a "Notice of Violation", etc.) are available when a record is in "View" mode.

Results

Results of the Inspection: Minor issues

Additional Store Comments: We've made the changes the State Inspector has asked us to make, however, we don't really know what to do next or whom to contact at the CSC, Legal, etc. We need help regarding next steps because we don't want to stay in compliance.

We attached a copy of the "Notice of Violation" the State Inspector issued us.

Legal Input

Legal Contact: Pope, Elaine

Status: Submitted to outside counsel

Legal Department Comments: This issue is being submitted to outside counsel in California for review and assistance. **They are committed to responding to us by the first of August, 2014.**

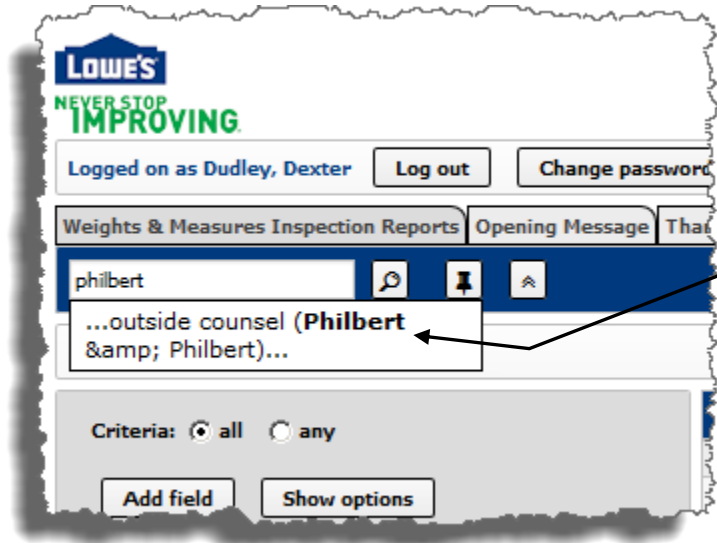
Back to list

Edit

>>>

	Inspection Date	Submission Date	Location	Business Name	County	EmpID	First Name	Last Name	Job Title	Legal Contact	Status	Uploaded Documents
Edit View	<input type="checkbox"/> Store Info	07/22/2014	7/22/2014 9:24:56 AM	2211 Sunnyvale	SANTA CLAR	12345	Andrew	Carusone	Assistant Store Manager	Pope, Elaine	Submitted to outside counsel	YES
Edit View	<input type="checkbox"/> Store Info	07/28/2014	7/21/2014 3:20:42 PM	0436 Winston West	FORSYTH	1998	Dudley	Dudley	Area Product Service Spec			YES
Edit View	<input type="checkbox"/> Store Info	07/29/2014	7/21/2014 11:24:18 AM	2211 Sunnyvale	SANTA CLAR	1978	test2	test2	Area Product Service Spec			
Edit View	<input type="checkbox"/> Store Info	07/15/2014	7/21/2014 11:23:21 AM	1616 Vista	SAN DIEGO	1998	test1	test1	Area Operations Manager			YES
Edit View	<input type="checkbox"/> Store Info	07/15/2014	7/21/2014 11:21:42 AM	1616 Vista	SAN DIEGO	1998	saddsa	saddsa	Area Operations Manager			

The main menu makes it easy to see which records have attached or uploaded documents.



AJAX (Asynchronous JavaScript and XML) code makes finding what's needed quick and easy. The system begins searching the moment the user begins to type – just like GOOGLE!

Advanced Search features make the finding of record, or set or records, fast and accurate – regardless of how many inspection reports are eventually submitted and recorded.

Lowe's Govern

Print this page

Advanced search

Export results

Message Market Directors User Options » ADMIN »

Agencies

Inspection Results

Store Areas

Job Titles

Yes-No-I don't know

Notice Type

Authorized users have the ability to control the choices which appear to employees on the store on-line *Inspection Report*.

<input type="checkbox"/>	Store Info	07/28/2014	7/21/2014 3:20:42 PM	0436	Winston		
<input type="checkbox"/>	Store Info	07/29/2014	7/21/2014 11:24:18 AM	2211	Sunnyvale	SANTA CLAY	
<input type="checkbox"/>	Store Info	07/15/2014	7/21/2014 11:23:21 AM	1616	Vista	SAN DIEGO	

LOWE'S

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Lowe's

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Change password

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Advanced search

Weights & Measures Inspection Reports Opening Message Thank You Message Market Directors User Options » Agencies » ADMIN »

search

Inline Add

Edit selected

Save all

Cancel

Delete selected

Print selected

<input type="checkbox"/>	Agency	Sort Order
<input checked="" type="checkbox"/>	Environmental Protection Agency	20
<input type="checkbox"/>	California Weights and Measures	10
<input type="checkbox"/>	OTHER	1000

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Changes, additions and removals can be made to *Inspection Report* options in real-time!

LOWE'S
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Logged on as Robert Legal Log out Change password Print this page Advanced search

Weights & Measures Inspection Reports Opening Message Thank You Message Market Directors User Options

search

Inline Add

Edit selected

Delete selected

Print selected

<input type="checkbox"/>	Agency	Sort Order
<input type="checkbox"/>	California Weights and Measures	10
<input type="checkbox"/>	Environmental Protection Agency	20
<input type="checkbox"/>	OTHER	1000

