

# Standard Operating Procedure (SOP)

## Documentation and Reporting of Discrepancies or Damages

This SOP details the **documentation and reporting of discrepancies or damages**, covering identification, accurate recording, and timely communication of any inconsistencies or damages observed. It ensures proper tracking, accountability, and resolution of issues to maintain operational efficiency, compliance with standards, and continuous improvement within the organization.

### 1. Purpose

To provide a standardized process for documenting and reporting discrepancies or damages detected during organizational operations, ensuring swift response and corrective action.

### 2. Scope

This SOP applies to all employees and contractors involved in handling, receiving, inspecting, or managing materials, equipment, or inventory.

### 3. Responsibilities

- **Staff:** Identify and report any discrepancies or damages promptly.
- **Supervisors/Managers:** Review reports, coordinate investigations, and oversee resolution.
- **Quality Assurance/Compliance Team:** Track trends and ensure corrective actions are implemented and documented.

### 4. Definitions

- **Discrepancy:** Any deviation from expected quantity, quality, or specification.
- **Damage:** Any physical harm, defect, or loss of function/appearance to items or equipment.

### 5. Procedure

1. **Identification**
  - During handling, receiving, inspection, or use, visually examine materials/equipment for signs of discrepancies or damages.
  - Verify consistency with order specifications, quantity, and condition.
2. **Documentation**
  - Accurately record all findings using the [Discrepancy/Damage Reporting Form](#).
  - Include the following details:
    - Date and time of detection
    - Item/EQ ID, batch/lot number, or serial number
    - Description of the discrepancy or damage
    - Photographs (when possible)
    - Person(s) involved
3. **Notification**
  - Immediately communicate the issue to the supervisor or designated point of contact.
  - Attach documentation and images.
4. **Resolution**
  - Supervisor/manager reviews the report and initiates corrective actions (e.g., isolation of damaged goods, root cause analysis).
  - Track actions and update the record with outcomes and follow-up measures.
5. **Review and Closure**
  - Quality or compliance personnel reviews reports for completeness and oversees closure of the case.
  - Analyze trend data for continuous improvement and training purposes.

### 6. Discrepancy/Damage Reporting Form (Sample)

| Date/Time | Item/Equipment ID | Description of Issue | Photo Attached | Reported By | Outcome/Resolution |
|-----------|-------------------|----------------------|----------------|-------------|--------------------|
|           |                   |                      | Yes / No       |             |                    |

### 7. Records

- Maintain all reports and related documents for a minimum of *[insert required retention period]*.
- Store records in accordance with organizational and regulatory requirements (electronic or physical format).

## **8. References**

- Company Quality Manual
- Relevant Regulatory Standards (e.g., ISO, GMP)
- Training Materials