

SOP: Final Quality Check and Dispatch/Delivery Procedures

This SOP details the **final quality check and dispatch/delivery procedures**, encompassing the comprehensive inspection of finished products to ensure they meet quality standards, verification of packaging and labeling accuracy, coordination of logistics for timely and safe dispatch, documentation and tracking of shipments, handling of discrepancies or damages, and communication protocols with delivery personnel and customers. The goal is to guarantee that only products of the highest quality reach customers promptly and securely, thereby enhancing customer satisfaction and operational efficiency.

1. Scope

This SOP applies to all finished products prior to dispatch from the facility and to all personnel responsible for inspection, packaging, dispatch, and delivery coordination.

2. Responsibilities

- **Quality Control Team:** Perform inspections and confirm product standards.
- **Packing Team:** Ensure correct packaging and accurate labeling.
- **Logistics/Dispatch Team:** Manage shipment documentation, coordinate dispatch, and track deliveries.
- **Customer Service:** Communicate with delivery personnel and customers regarding delivery status or issues.

3. Procedure

1. Final Product Inspection

- Visually inspect each finished product for defects or damages.
- Verify product specifications using the quality checklist (example below).

Item	Inspection Criteria	Status (Pass/Fail)	Remarks
Dimensions	Matches specification		
Finish/Appearance	No scratches, dents, marks		
Functionality	Function test passed		
Accessories	All included as per packing list		

2. Packing & Labeling Verification

- Verify product is packed according to standard packaging procedure.
- Confirm labeling includes product information, quantity, destination, and special handling instructions.

3. Documentation Preparation

- Prepare required shipment documents (packing list, invoice, delivery note).
- Update inventory and dispatch records.

4. Dispatch Coordination

- Schedule pickup/delivery with authorized logistics provider.
- Verify vehicle/transport suitability and cleanliness.

5. Loading & Handing Over

- Supervise proper loading to prevent damage.
- Obtain signatures on delivery/dispatch note from the carrier.

6. Tracking & Communication

- Provide shipment tracking information to customers and internal teams.
- Monitor delivery status until receipt confirmation.

7. Discrepancy & Damage Handling

- If discrepancies or damages are identified, record details and notify management and the customer promptly.
- Initiate investigation and corrective action as per company policy.

4. Records to Maintain

- Completed quality inspection checklists
- Packing lists and invoices
- Dispatch/Delivery notes
- Shipment tracking logs
- Discrepancy/damage reports
- Communication logs (with logistics/customers)

5. Communication Protocols

- Use designated communication channels (email, phone, or portal) for internal updates and external correspondence.
- Notify customers regarding shipment dispatch, expected delivery time, and any issues.
- Escalate critical issues promptly to management.

Note: Review this SOP annually or after any significant change in dispatch/quality assurance processes.

Effective Date: [Insert Date]

Reviewed By: [Insert Name/Position]

Next Review Date: [Insert Date]