

# SOP Template: Quality Control Inspection Before Fulfillment

This SOP details the process of **quality control inspection before fulfillment**, covering the criteria for product evaluation, inspection methods, defect identification, compliance verification, and documentation procedures. It ensures that all products meet specified quality standards prior to shipment, thereby enhancing customer satisfaction and reducing returns or complaints through rigorous pre-fulfillment checks.

## 1. Purpose

To ensure that all products fulfill quality requirements before fulfillment and shipment to customers.

## 2. Scope

This SOP applies to all products stored, handled, or shipped from the fulfillment center.

## 3. Responsibilities

- **Quality Control Inspectors:** Conduct inspections and record results.
- **Fulfillment Staff:** Hold shipments pending quality clearance.
- **Quality Supervisor:** Review reports and address recurring issues.

## 4. Procedure

1. **Product Evaluation Criteria:**
  - Check against product specs (dimensions, color, features, packaging, labeling).
  - Confirm compliance with purchase order requirements.
2. **Inspection Methods:**
  - Visual Inspection: Examine for visible defects and damages.
  - Functional Testing: Operate the product (if applicable) to verify performance.
  - Sampling: Use AQL or company-specified sampling plan for batch inspection.
3. **Defect Identification and Classification:**
  - Classify defects as Critical, Major, or Minor as per company policy.
  - Record type and quantity of defects found.
4. **Compliance Verification:**
  - Verify required certifications, labels, and regulatory marks.
5. **Documentation:**
  - Complete Quality Control Inspection Checklist (see template below).
  - Attach photographs if defects are found.
  - Submit completed checklist to the Quality Supervisor.
6. **Disposition:**
  - Approve and release products that pass all criteria for fulfillment.
  - Quarantine products that fail inspection; escalate to supervisor for resolution.

## 5. Quality Control Inspection Checklist (Sample)

Inspection Item	Criteria	Status (Pass/Fail)	Comments
Dimensions	Match product specification		
Packaging	Undamaged, correct labeling		
Functional Test	Operates as intended		
Certifications	All required marks present		
Visual Check	No obvious defects or contamination		

## 6. Records and Documentation

- Maintain all inspection checklists and supporting documents for minimum of 3 years or as required by company policy.
- Store electronic records in the designated Quality Control system or database.

## 7. Revision History

Version	Date	Description of Change	Prepared By
1.0	2024-06-16	Initial release	Quality Manager