SOP Template: Final Quality Assurance Checks and Non-Conformance Handling

This SOP details the process for conducting **final quality assurance checks** to verify that all products meet specified standards before release. It covers inspection methods, documentation requirements, criteria for acceptance and rejection, and steps for identifying and handling non-conformances. The procedure ensures consistent product quality, minimizes defects, and outlines corrective actions including root cause analysis, reporting, and preventive measures to manage and resolve any deviations effectively.

1. Purpose

To ensure all products meet quality standards by conducting final quality assurance checks and managing non-conformances efficiently through corrective and preventive actions.

2. Scope

This SOP applies to all products produced by [Company Name] prior to their release or shipment to customers.

3. Responsibilities

- **Quality Assurance (QA) Personnel**: Perform inspections, report non-conformances, maintain records.
- **Production Supervisor**: Support inspections, coordinate corrective actions.
- **Quality Manager**: Review and approve final decisions, oversee root cause analysis, report to upper management.

4. Procedure

4.1 Final Quality Assurance Checks

- Retrieve products ready for final inspection.
- Inspect products according to approved inspection criteria and checklists.
- Use calibrated measurement tools/equipment as described in the quality standards.
- Record inspection results on the Final QA Checklist (see Section 5 - Documentation).

4.2 Acceptance and Rejection Criteria

Characteristic	Acceptance Criteria	Rejection Criteria
Dimensions	Within tolerance as per drawing/specification	Out of tolerance
Appearance	No visual defects, clean surface	Scratches, dents, discoloration
Functionality	Performs intended function	Malfunction, does not meet specifications

4.3 Handling Non-Conformances

- Immediately tag and segregate non-conforming products.
- Record non-conformance details on the Non-Conformance Report (NCR).
- Notify the Quality Manager and relevant department supervisor.
- Conduct preliminary investigation to determine potential cause.
- Hold release of non-conforming product until disposition is determined.

4.4 Corrective Actions

- Initiate root cause analysis via tools such as 5 Whys or Fishbone diagram.
- Develop and implement corrective and preventive action plan in collaboration with all relevant stakeholders.
- Document implemented actions and monitor effectiveness.
- Review and close NCR upon verification of corrective measures.

5. Documentation

- Final QA Checklist
- Non-Conformance Report (NCR)
- Corrective and Preventive Action Reports
- Inspection and Calibration Records

6. References

- [Product Quality Standard/Specification Documents]
- [Company Quality Manual]
- [ISO 9001 or relevant quality management standard]

7. Revision History

Revision	Date	Description	Approved by
1.0	[YYYY-MM-DD]	Initial issue	[Name]