SOP Template: Incident Reporting, Client Feedback, and Quality Inspection Routines

This SOP details the processes for **incident reporting, client feedback, and quality inspection routines**. It includes steps for timely and accurate incident documentation, procedures for collecting and analyzing client feedback to improve service delivery, and standardized quality inspection protocols to ensure products and services meet established standards. The goal is to enhance operational transparency, foster continuous improvement, and maintain high-quality outcomes through effective monitoring and communication.

1. Incident Reporting Procedure

1. **Immediate Response**
   - Assess scene safety before intervening.
   - Provide first aid or support as needed.
2. **Incident Documentation**
   - Complete the Incident Report Form within 2 hours of occurrence.
   - Include date, time, location, persons involved, and a detailed description.
   - Attach relevant photos or evidence.
3. **Notification**
   - Notify immediate supervisor and relevant departments promptly.
4. **Submission & Review**
   - Submit completed report to the designated safety/HR email or portal.
   - Supervisor reviews, verifies facts, and logs in the incident tracking system.
5. **Follow-Up**
   - Investigate root causes and corrective actions as required.
   - Document outcome and communicate follow-up measures to stakeholders.

2. Client Feedback Routine

1. **Feedback Collection**
   - Utilize surveys, interviews, suggestion boxes, emails, and online portals.
   - Encourage open and honest input from clients.
2. **Documentation**
   - Record all feedback in the Client Feedback Log.
   - Classify feedback by type (complaint, compliment, suggestion).
3. **Analysis**
   - Review feedback weekly to identify trends and areas for improvement.
   - Assign follow-up actions to responsible teams.
4. **Response & Improvement**
   - Respond to clients regarding the steps taken or planned within 3 business days.
   - Implement changes as necessary and monitor effectiveness.

Feedback Source	Log Method	Responsible Party
Survey	Digital CRM Entry	Customer Service
Email	Shared Inbox, Logged Manually	Account Manager
Verbal/Interview	Meeting Minutes Upload	Team Lead

3. Quality Inspection Routine

1. **Inspection Planning**
   - Define inspection schedule and assign inspectors.
   - Specify criteria and checklists by product/service category.
2. **Conducting Inspections**
   - Inspect products/services using standardized checklists.
   - Document findings and deviations immediately.
3. **Reporting & Documentation**
   - Complete and submit inspection reports by end of shift.
   - Email report to Quality Manager and archive in company database.
4. **Corrective Actions**

- Identify non-conformance and assign actions with deadlines.
- Follow up for closure and verify through re-inspection if needed.

Inspection Type	Frequency	Responsible	Reporting Tool
Product Quality	Daily	Quality Inspector	Digital Checklist App
Service Delivery	Weekly	Team Lead	Inspection Log Sheet
Safety Compliance	Monthly	Safety Officer	Incident/Inspection Tracker

4. Revision & Training

- This SOP should be reviewed annually or following major incidents or feedback.
- All staff must be trained on these procedures and updated on any changes.
- Maintain documentation of training and revisions.

5. References

- Incident Report Form Template
- Client Feedback Log Template
- Quality Inspection Checklist