Standard Operating Procedure (SOP)

Defective Product Identification and Segregation Protocol

This SOP details the **defective product identification and segregation protocol**, outlining the systematic procedures for detecting, isolating, and managing defective products within the production process. It includes criteria for defect recognition, methods for product segregation to prevent integration with conforming goods, documentation requirements, and communication processes to alert relevant departments. The purpose is to maintain product quality, prevent customer dissatisfaction, and ensure compliance with regulatory standards by effectively controlling defective products.

1. Purpose

To ensure timely and accurate identification, segregation, and proper management of defective products to uphold product quality and regulatory compliance.

2. Scope

This protocol applies to all employees and inspectors involved in the production, inspection, and handling of goods at [Company/Facility Name].

3. Responsibilities

- **Production Staff:** Initial identification and reporting of potential defects.
- **Quality Control (QC) Personnel:** Verification, documentation, and segregation of defective products.
- **Supervisors:** Oversight of segregation area and communication to relevant stakeholders.

4. Definitions

- **Defective Product:** Any product that does not meet specified quality or regulatory requirements.
- **Segregation Zone:** Designated area for storing defective products separate from compliant stock.

5. Procedure

1. **Identification of Defective Products**
    a. Inspect all products at designated checkpoints/stages.
    b. Use defect recognition criteria listed in Section 6.
    c. Tag or mark identified defective items with a red label or designated identifier.
2. **Segregation Process**
    a. Immediately move tagged defective products to the Segregation Zone.
    b. Ensure the Segregation Zone is physically separated and clearly labeled "Defective Product Hold Area."
3. **Documentation**
    a. Log each defective product in the Defective Product Log Sheet (see Section 7).
    b. Include product details, batch/lot number, date/time, description of defect, and identifier.
4. **Communication**
    a. Notify Quality Control and Production Supervisors immediately upon segregation.
    b. QC to review and initiate investigation/corrective action as per company policy.
5. **Disposition**
    a. Follow established procedures for rework, rejection, or disposal of defective products.
    b. Update documentation upon disposition.

6. Defect Recognition Criteria

- Visible damage (cracks, breaks, deformities)
- Functional failure (does not operate as intended)
- Inconsistent dimensions or weight
- Foreign matter or contamination
- Nonconformance to specification (as per product standard)

7. Documentation Requirements

Field	Description
Date/Time	When the defect was found

Product Name/ID	Identification code or name of the product
Batch/Lot Number	Relevant production batch/lot for traceability
Description of Defect	Details of the observed defect
Segregation Zone Location	Where the product is held
Reported By	Name of the individual who reported the defect
QC Review/Disposition	QC findings and final action

8. Communication Process

- Immediate verbal and written notification to QC and Production Supervisors.
- Daily summary of defective products sent to Quality Manager.
- Corrective or preventative actions communicated to all relevant departments.

9. Revision History

Version	Date	Changes	Approved By
1.0	[Insert Date]	Initial Release	[Insert Name]

This SOP must be reviewed annually or upon process change. All employees must be trained on this protocol.