

SOP: Post-job Inspection and Client Sign-off Process

The **post-job inspection and client sign-off process** ensures that all completed work meets quality standards and client expectations. This procedure involves a thorough inspection of the finished job to verify accuracy, compliance, and completeness. Following the inspection, feedback is gathered and any issues are addressed promptly. Finally, formal client sign-off is obtained to confirm satisfaction and acceptance of the work, facilitating project closure and maintaining strong client relationships.

1. Purpose

To outline the steps required to inspect completed work, gather and address client feedback, and obtain official sign-off prior to project closure.

2. Scope

This SOP applies to all project managers, site supervisors, quality assurance teams, and client representatives involved in post-job inspection and sign-off.

3. Responsibilities

Role	Responsibility
Project Manager	Oversee process and coordinate necessary resources.
Site Supervisor	Conduct inspection and document findings.
Quality Assurance	Support inspection and verify standards compliance.
Client Representative	Participate in inspection and provide feedback/sign-off.

4. Procedure

- Preparation**
 - Compile all relevant project documentation and checklists.
 - Schedule inspection with client and internal team.
- Conduct Inspection**
 - Review completed work for quality, accuracy, and compliance to specifications.
 - Document any defects, omissions, or areas requiring corrective action.
- Address Feedback**
 - Present inspection findings to client.
 - Gather client feedback on work performed.
 - Complete required corrective actions, if any, and update records.
- Client Sign-off**
 - Present final inspection results and documentation to client.
 - Obtain client's formal sign-off (signature or electronic acknowledgment).
 - File sign-off documents with project records.
- Project Closure**
 - Notify all stakeholders of project completion.
 - Archive inspection reports, sign-off forms, and related documentation.

5. Documentation

- Inspection Checklist
- Client Feedback Form
- Corrective Action Report (if applicable)
- Client Sign-off Form
- Final Project Closure Report

6. References

- Project Quality Standards Manual
- Contract Specifications
- Company Policies on Customer Satisfaction

7. Revision History

Date	Version	Author	Description of Change
2024-06-15	1.0	Admin	Initial release