SOP: Notification and Escalation Protocol to Supervisors and Quality Teams

This SOP defines the **notification and escalation protocol to supervisors and quality teams**, ensuring timely communication of issues or deviations in processes. It includes steps for initial detection, criteria for escalation, communication channels, roles and responsibilities, response timeframes, and documentation requirements. The objective is to maintain product quality, address problems promptly, and support continuous improvement through effective collaboration between operational staff and supervisory and quality assurance personnel.

1. Scope

This SOP applies to all operational staff, supervisors, and quality assurance personnel involved in the detection, reporting, and resolution of process deviations or quality issues.

2. Responsibilities

Role	Responsibilities
Operational Staff	Detect and report process issues or deviations immediately to supervisors according to protocol.
Supervisors	Evaluate reports, escalate issues as per criteria, coordinate initial response, and ensure documentation.
Quality Assurance Team	Analyze escalated issues, provide guidance on corrective actions, and verify resolution.

3. Notification and Escalation Steps

1. **Detection:**
    - Operational staff identify process deviations, non-conformances, or product quality issues during production or review activities.
2. **Initial Notification:**
    - Operational staff notify the immediate supervisor within **15 minutes** of detection via designated communication channels (in-person, phone, or internal messaging system).
3. **Preliminary Evaluation and Containment:**
    - Supervisors assess the issue, initiate immediate containment measures, and consult with operational staff as needed.
4. **Criteria for Escalation:**
    - Escalate the issue to the Quality Assurance Team if any of the following apply:
        - Deviation cannot be contained or corrected by the supervisor within 30 minutes
        - Potential impact on product quality or customer safety
        - Recurring or significant deviations
        - Violation of regulatory/compliance standards
5. **Escalation Process:**
    - Supervisor notifies the Quality Assurance Team and relevant management by phone or email, providing a summary of the issue and actions taken.
6. **Resolution and Documentation:**
    - Quality and supervisory teams collaborate to resolve the issue, document findings, root cause, and corrective actions in the incident log or quality management system.

4. Communication Channels

- In-person notification
- Telephone call (priority escalation)
- Internal messaging platform (chat app or email)
- Official incident reporting system

5. Response Timeframes

Step	Timeframe
Initial Staff Notification to Supervisor	Within 15 minutes of detection
Supervisor Evaluation / Containment Actions	Within 30 minutes of notification
Escalation to Quality Team	Immediate, if criteria met
Quality Team Response	Within 1 hour of escalation

6. Documentation Requirements

- All notifications, escalations, actions taken, and resolutions must be recorded in the incident log or designated quality management system.
- Attach relevant evidence (photos, logs, reports) where possible.
- Maintain records for a minimum of **two years** or per company retention policy.

7. Review and Continuous Improvement

- Regularly review incident logs and escalation reports to identify trends and improvement opportunities.
- Update SOP as needed based on lessons learned and process changes.

8. References

- Company Quality Manual
- Regulatory / Compliance Standards
- Internal Incident Reporting Guidelines