SOP Template: Procedure for Resolving Product or Service Discrepancies

This SOP details the **procedure for resolving product or service discrepancies**, encompassing the identification and documentation of issues, communication protocols with involved parties, investigation and root cause analysis, corrective action implementation, and follow-up verification. The goal is to ensure timely, effective resolution of discrepancies to maintain customer satisfaction and uphold quality standards.

1. Purpose

To establish a standardized process for identifying, documenting, investigating, and resolving discrepancies in products or services, ensuring continuous improvement and customer satisfaction.

2. Scope

This procedure applies to all employees, departments, and contractors involved in the delivery, support, and quality assurance of products and services provided by [Company Name].

3. Responsibilities

Role	Responsibility
Employee / Initial Reporter	Identify and report discrepancies.
Quality/Customer Service Team	Log and categorize discrepancies, initiate communication, and lead initial investigation.
Discrepancy Resolution Team	Conduct root cause analysis, formulate corrective actions, and monitor resolution progress.
Department Managers	Ensure timely implementation of corrective actions and follow-up verification.
Quality Assurance (QA)	Verify effectiveness of corrective actions and close out records.

4. Procedure

1. **Identification of Discrepancy**
   - Upon detection of any product or service issue, immediately notify the supervisor or designated contact.
   - Record relevant details (date, time, description, and photographic evidence if applicable).

2. **Documentation**
   - Complete a Discrepancy Report Form or log the issue in the company's tracking system.
   - Assign a unique reference number to each discrepancy.

3. **Communication**
   - Notify all involved parties (internal stakeholders, external customers/vendors as necessary) within 24 hours

of discrepancy identification.

- Provide a summary of the nature and potential impact of the discrepancy.

4. **Investigation & Root Cause Analysis**
   - Assign the case to the Discrepancy Resolution Team.
   - Conduct a root cause analysis using applicable tools (e.g., 5 Whys, Fishbone Diagram).
   - Document findings in the Discrepancy Report.

5. **Implementation of Corrective Action**
   - Develop and approve an action plan to resolve the issue and prevent recurrence.
   - Assign responsibility for implementing corrective actions.
   - Communicate the action plan and status updates to all stakeholders.

6. **Follow-Up and Verification**
   - Upon completion, QA or responsible manager verifies the effectiveness of corrective actions taken.
   - If issue persists, repeat investigation and corrective action process.
   - Close the report when resolution is confirmed and all records are updated.

7. **Continuous Improvement**
   - Analyze trends from discrepancy records quarterly.
   - Initiate preventive actions and update SOP as needed.

5. Forms & Records

- Discrepancy Report Form
- Corrective Action Plan Form
- Root Cause Analysis Worksheet
- Discrepancy Log

6. References

- ISO 9001: Quality Management Systems Requirements
- [Company Name] Quality Manual
- Root Cause Analysis Guidelines

7. Revision History

Date	Version	Description	Author
2024-06-28	1.0	Initial Release	[Author Name]