

SOP Template: Quality Control Inspections and Service Verification

This SOP details the process for **quality control inspections and service verification**, encompassing systematic evaluation of product standards, adherence to service protocols, identification of defects or non-compliance, documentation of inspection results, corrective action procedures, staff responsibilities during inspections, and continuous improvement measures. The objective is to maintain high-quality standards, ensure customer satisfaction, and guarantee that all services meet established industry regulations and company policies.

1. Purpose

To establish standardized procedures for performing quality control inspections and verifying service delivery in order to maintain consistent product/service standards, ensure compliance, and enhance customer satisfaction.

2. Scope

This SOP applies to all staff involved in product/service delivery, quality assurance, and compliance within the organization.

3. Responsibilities

- **Quality Assurance Team:** Conduct inspections, evaluate compliance, and document results.
- **Service Delivery Staff:** Ensure procedures are followed prior to, during, and after inspections.
- **Supervisors/Managers:** Oversee corrective actions, review inspection outcomes, and implement improvements.
- **All Employees:** Cooperate during inspections and participate in corrective actions as assigned.

4. Definitions

- **Inspection:** A formal assessment of products/services for compliance with defined standards.
- **Non-Compliance:** Failure to meet specified standards or procedures.
- **Corrective Action:** Steps taken to rectify identified defects or non-compliance issues.

5. Procedure

1. Inspection Scheduling:

- Inspections are scheduled at defined intervals or as required by incident reports.
- Notification is sent to relevant teams prior to inspection.

2. Execution of Inspection:

- Inspectors use standardized checklists based on product/service standards.
- Visual, functional, and procedural checks are conducted.
- Non-compliance or defects are recorded in detail.

3. Documentation:

- Inspection results are recorded using the prescribed forms or digital tools.
- Supporting evidence (photos, samples, data logs) is attached as needed.

4. Reporting and Communication:

- Findings are communicated to all relevant parties.
- Critical issues are escalated according to company policy.

5. **Corrective Actions:**

- Root cause analysis is performed for non-compliance/defects.
- A corrective action plan is developed with responsibilities and deadlines.
- Follow-up inspections verify completion of corrective actions.

6. **Continuous Improvement:**

- Inspection records are reviewed periodically to identify trends.
- Recurrent issues prompt training, process updates, or procedural changes.

6. **Documentation and Records**

- Inspection Checklists
- Inspection Reports
- Non-Compliance/Corrective Action Logs
- Training Records (if applicable)

7. **References**

- Industry regulations and standards applicable to products and services
- Company policies and training materials

8. **Review and Revision**

This SOP is reviewed annually or upon significant process changes. Revision history is tracked below.

Version	Date	Description of Changes	Author/Approver
1.0	2024-06	Initial issue	[Name/Position]