

# SOP Template: Reporting and Documenting Discrepancies or Damages

This SOP describes the process for **reporting and documenting discrepancies or damages** to ensure accurate tracking and timely resolution. It includes identifying issues, reporting protocols, documentation standards, communication channels, investigation procedures, and follow-up actions. The goal is to maintain accountability, improve quality control, and support corrective measures to prevent recurrence of discrepancies or damages in operations.

## 1. Purpose

Define a standard procedure for reporting and documenting any discrepancies or damages found in materials, equipment, or documentation to facilitate swift response, resolution, and prevention of future occurrences.

## 2. Scope

Applies to all staff involved in receiving, handling, inspecting, or processing goods, assets, or documentation within the organization.

## 3. Responsibilities

- **All Employees:** Promptly report discrepancies or damages following this SOP.
- **Supervisors/Managers:** Ensure reporting is completed, oversee investigations, and facilitate corrective action.
- **Quality Assurance:** Monitor and review reports, analyze trends, and recommend system improvements.

## 4. Procedure

- 1. Identifying Issues**
  - Visually inspect goods, equipment, and documentation upon receipt or during handling.
  - Look for physical damages (e.g., dents, tears, spills), quantity discrepancies, or documentation errors.
- 2. Reporting Protocol**
  - Immediately notify the direct supervisor or designated contact about the discrepancy or damage.
  - Use the approved reporting channels (e.g., internal portal, email, phone call, or incident report form).
- 3. Documentation Standards**
  - Record details in the **Discrepancy/Damage Report Form** (see template below).
  - Take clear photographs or video evidence if applicable.
  - Retain damaged items for inspection (do not discard until approved).
- 4. Communication**
  - Distribute completed reports to relevant departments (e.g., Quality, Procurement, Warehouse).
  - Escalate critical issues immediately to management.
- 5. Investigation**
  - Supervisor/Manager reviews the report and assesses the discrepancy or damage.
  - Determine root cause and whether immediate action is required.
- 6. Corrective and Preventive Actions**
  - Implement corrective measures to address immediate issues.
  - Document preventive steps to avoid recurrence (training, process changes, supplier review, etc.).
- 7. Follow-up**
  - Monitor outcomes of corrective actions.
  - Update records and close the incident once resolved.

## 5. Discrepancy/Damage Report Form Template

Field	Description/Entry
Date/Time of Report	YYYY-MM-DD HH:MM
Reported By	Name, Job Title, Department
Location	Area/Department/Specific Location
Description of Discrepancy/Damage	Detailed narrative, including quantity, serial numbers, part numbers, etc.

Supporting Evidence	Photos, Videos, Documents (attach as appropriate)
Immediate Actions Taken	Steps taken to secure, isolate, or mitigate the issue
Supervisor/Manager Notified	Name and notification method/time
Further Investigation Required?	Yes/No (if yes, specify required actions)
Final Resolution/Follow-up	Outcome, corrective actions implemented, date closed

## 6. Record Keeping

- Maintain all reports, evidence, and resolution documentation for a minimum of **2 years** (or per company policy).
- Review records periodically for trend analysis and process improvement.

## 7. Related Documents

- Incident Report Form
- Quality Assurance Policy
- Corrective and Preventive Action Procedure

## 8. Revision History

Revision	Date	Description	Author
1.0	2024-06-08	Initial release	SOP Team