SOP Template: Follow-up and Closure Procedures for Defect Reports

This SOP details the **follow-up and closure procedures for defect reports**, including the steps for tracking identified defects, verifying corrective actions, documenting resolutions, and formally closing defect reports. The objective is to ensure defects are addressed promptly and effectively, maintaining product quality and process improvement through systematic monitoring and accountable closure protocols.

1. Purpose

To define standardized procedures for the systematic follow-up and closure of defect reports, ensuring timely resolution, accountability, and continuous improvement in product quality.

2. Scope

This procedure applies to all product and process defect reports logged within the organization, including software bugs, manufacturing defects, and process non-conformities.

3. Responsibilities

- **Defect Owner:** Oversees resolution process and communicates status updates.
- **Quality Assurance (QA):** Verifies corrective actions, confirms closure criteria are met.
- **Project Manager/Team Lead:** Ensures timely follow-up and resource allocation.
- **All Team Members:** Participate in defect investigation and provide necessary support for resolution.

4. Procedure

1. **Defect Tracking**
    - Log all identified defects in the designated tracking system, assigning a unique ID and categorizing severity and priority.
    - Assign a defect owner responsible for follow-up and resolution.
    - Document initial findings, including steps to reproduce, affected components, and impact assessment.
2. **Follow-up and Monitoring**
    - Conduct regular status reviews of open defects during team meetings or via automated dashboards.
    - Update defect status as progress is made (e.g., *Open, In Progress, Resolved, Verified, Closed*).
    - Escalate critical or overdue defects to appropriate stakeholders.
3. **Verification of Corrective Actions**
    - QA or a designated verifier tests/inspects the implemented solution or corrective action.
    - Document evidence of verification, including test results or inspection records.
    - If verification fails, re-open the defect and assign further corrective actions.
4. **Resolution Documentation**
    - Update the defect report with resolution details, corrective actions taken, responsible personnel, and verification outcomes.
    - Attach supporting evidence such as screenshots, logs, or inspection checklists.
5. **Formal Closure**
    - Once all closure criteria are met and evidence is documented, the Defect Owner requests closure.
    - QA or the designated authority reviews and formally closes the defect in the tracking system.
    - Communicate closure to relevant stakeholders.

5. Closure Criteria

- Corrective action successfully implemented and verified.
- All required documentation completed and stored.
- Stakeholders notified and confirm issue is resolved.
- No outstanding dependencies or related tasks.

6. Records and Documentation

Record	Retention Period	Storage Location
Defect Report	3 years	Defect Tracking System
Verification Evidence	3 years	Project Repository

7. References

- Defect Management Policy
- Corrective and Preventive Action (CAPA) Procedure
- Quality Management System Manual

8. Revision History

Version	Date	Description	Author
1.0	2024-06-27	Initial SOP release	QA Team