

SOP Template: Procedures for Reporting and Handling Discrepancies

This SOP details the **procedures for reporting and handling discrepancies** to ensure accurate identification, documentation, and resolution of variances in processes, data, or outputs. It includes steps for timely reporting, investigation, corrective actions, communication protocols, and record-keeping to maintain quality control and operational integrity across all departments.

1. Purpose

To provide a standard procedure for identifying, reporting, investigating, correcting, and documenting discrepancies within processes, data, or outputs to enhance quality control and operational consistency.

2. Scope

This procedure applies to all employees and processes across all departments where discrepancies may be detected in operations, documentation, products, or services.

3. Definitions

- **Discrepancy:** Any variance, inconsistency, or deviation from standard procedure, specification, expected data, or output.
- **Corrective Action:** Steps taken to eliminate the causes of a detected discrepancy to prevent recurrence.

4. Responsibilities

- **All Employees:** Promptly report any identified discrepancies following this SOP.
- **Supervisors/Managers:** Oversee discrepancy investigations and ensure corrective actions are implemented.
- **Quality/Compliance Team:** Monitor, document, and review discrepancy handling in accordance with organizational policies.

5. Procedure

1. **Identification of Discrepancy:**
 - Any employee who observes or suspects a discrepancy must immediately document the details (who, what, when, where, why).
2. **Reporting:**
 - Report the discrepancy using the designated reporting form or system within 24 hours of detection.
 - Submit all relevant details to the supervisor or designated authority.
3. **Investigation:**
 - The supervisor or assigned individual initiates an investigation within 2 business days.
 - Gather relevant documentation, interview involved personnel, and determine the root cause.
4. **Corrective Action:**
 - Develop and implement corrective actions to resolve the discrepancy and prevent recurrence.
 - Assign responsible persons and set completion dates for corrective actions.
5. **Communication:**
 - Notify all impacted parties/departments of the discrepancy, its resolution, and changes to procedures if applicable.
6. **Documentation and Record-Keeping:**
 - Complete all discrepancy forms and investigation reports.
 - Maintain records according to the company's data retention policy.

6. Related Forms and Documents

- Discrepancy Reporting Form
- Discrepancy Investigation Report Template
- Corrective Action Plan (CAP) Template
- Record Retention Policy

7. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial SOP creation	[Your Name]