

Standard Operating Procedure (SOP)

Quality Control and Completion Verification Process

This SOP details the **quality control and completion verification process**, encompassing systematic inspection procedures, adherence to project specifications, defect identification and rectification, documentation of compliance, final approval protocols, and post-completion review. Its goal is to ensure that all deliverables meet established standards and client requirements before project closure, thereby guaranteeing product excellence and customer satisfaction.

1. Purpose

To define the steps, responsibilities, and documentation needed to ensure all project deliverables meet quality standards and are verified as complete prior to project closure.

2. Scope

This SOP applies to all team members involved in project execution, quality control, and verification processes.

3. Responsibilities

- **Project Manager:** Oversee the process, coordinate resources, and ensure compliance.
- **Quality Control Personnel:** Perform inspections, document findings, and verify adherence to specifications.
- **Team Members:** Address and rectify any identified defects.
- **Client/Stakeholder:** Review and approve the final deliverable.

4. Procedure

1. **Initiate Quality Control**
 - Confirm project phase is ready for quality inspection.
 - Notify quality control personnel.
2. **Systematic Inspection**
 - Review deliverables against approved project specifications and standards.
 - Conduct detailed inspections using standardized checklists.
3. **Defect Identification & Rectification**
 - Document any observed deficiencies or non-conformities.
 - Assign responsibility for rectification.
 - Re-inspect corrected items and confirm compliance.
4. **Documentation of Compliance**
 - Record inspection results and corrective actions in the project quality log.
 - Obtain necessary signatures confirming completion and compliance.
5. **Final Approval Protocol**
 - Present documented compliance to the project manager and client/stakeholders.
 - Obtain final sign-off confirming all requirements have been met.
6. **Post-Completion Review**
 - Conduct a debrief meeting with involved personnel to review the process, lessons learned, and potential improvements.
 - Archive all quality control and verification documentation.

5. Documentation

Document	Description	Responsibility
Inspection Checklist	Standardized checklist for inspection items and criteria	Quality Control Personnel
Defect Log	Record of all identified defects and corrective actions	Quality Control Personnel
Compliance Certificate	Certification that deliverables meet required standards	Project Manager

Document	Description	Responsibility
Final Approval Form	Sign-off from client/stakeholders for project closure	Project Manager, Client
Post-Completion Review Report	Summary of lessons learned and improvement opportunities	Project Manager

6. References

- Project Specifications Document
- Company Quality Policy
- Industry Standards and Regulations

7. Revision History

Version	Date	Description	Author
1.0	2024-06-11	Initial release	SOP Committee