

# SOP: Follow-up Inspections and Quality Assurance Checks

This SOP details procedures for **follow-up inspections and quality assurance checks**, ensuring consistent compliance with established standards, identifying and addressing deficiencies, maintaining product and service quality, documenting findings, and implementing corrective actions to enhance overall operational effectiveness and customer satisfaction.

## 1. Purpose

To outline standardized procedures for conducting follow-up inspections and quality assurance (QA) checks, ensuring sustained compliance and continual improvement.

## 2. Scope

This SOP applies to all departments/units responsible for product or service delivery requiring ongoing quality oversight.

## 3. Responsibilities

- **QA Team:** Conduct inspections and QA checks, document findings, and recommend corrective actions.
- **Department Managers:** Ensure implementation of corrective actions and ongoing compliance.
- **Staff:** Cooperate during inspections and participate in corrective measures as required.

## 4. Procedure

1. **Initial Inspection Review**  
Review prior inspection/QA reports to identify areas requiring follow-up.
2. **Scheduling**  
Determine schedule for follow-up inspections or QA checks based on risk, recurrence of issues, or regulatory requirements.
3. **Preparation**  
Prepare inspection checklists, prior findings, and necessary materials.
4. **Conducting Inspection/QA Check**
  - Perform physical inspections, process audits, or service reviews as applicable.
  - Use standardized checklists for consistency.
  - Engage relevant staff as needed.
5. **Documentation**
  - Record findings using standardized forms or digital systems.
  - Document deficiencies and non-compliances in detail.
6. **Reporting**
  - Prepare and distribute inspection/QA reports to relevant stakeholders.
  - Highlight unresolved or recurring issues.
7. **Corrective Actions**
  - Assign responsibilities and deadlines for corrective actions.
  - Track progress and verify completion in subsequent follow-ups.
8. **Continuous Improvement**
  - Analyze trends in findings and corrective actions.
  - Update processes and training as necessary.

## 5. Documentation and Records

| Document/Record          | Location        | Retention Period      |
|--------------------------|-----------------|-----------------------|
| Inspection/QA Checklists | QA Shared Drive | 3 years               |
| Inspection/QA Reports    | QA Shared Drive | 3 years               |
| Corrective Action Logs   | QA System       | 3 years after closure |

## 6. Review and Revision

- This SOP shall be reviewed annually or upon significant process change.
- Revisions must be documented and dated in the change log.

## 7. References

- Company Quality Policy
- Regulatory and industry standards as applicable

## 8. Change Log

| Date       | Version | Description     | Author        |
|------------|---------|-----------------|---------------|
| 2024-06-05 | 1.0     | Initial release | QA Department |