

# SOP: Discrepancy Resolution and Communication Protocols

**Effective Date:** [Insert Date]

**SOP Number:** SOP-DRCP-001

**Revision:** 1.0

**Approved By:** [Approver Name]

## 1. Purpose

This SOP details **discrepancy resolution and communication protocols**, outlining the systematic approach for identifying, addressing, and resolving discrepancies within operations. It emphasizes clear communication channels, timely reporting, roles and responsibilities, documentation standards, and follow-up procedures to ensure effective collaboration and continuous improvement across teams and departments.

## 2. Scope

This SOP applies to all team members, departments, and operations where discrepancies may arise, including but not limited to production, quality control, inventory management, and administrative functions.

## 3. Definitions

- **Discrepancy:** Any inconsistency, deviation, or non-conformance identified within a process, record, or operation.
- **Responsible Party:** The individual or group designated to investigate, resolve, or escalate the discrepancy.

## 4. Roles and Responsibilities

Role	Responsibility
All Employees	Identify, document, and promptly report discrepancies.
Supervisors/Managers	Review reported discrepancies, assign investigation, and ensure resolution.
Quality/Compliance Team	Oversee the resolution process, verify corrective actions, and maintain records.
Department Heads	Facilitate interdepartmental communication and support escalation if required.

## 5. Procedure

1. **Identification:**
  - Immediately report any observed discrepancy using the standard reporting form or electronic system.
2. **Documentation:**
  - Record details of the discrepancy, including date, location, personnel involved, and description of the issue.
3. **Initial Notification:**
  - Notify the relevant supervisor/manager and copy the Quality/Compliance Team within 24 hours of identification.
4. **Investigation:**
  - The responsible party investigates to determine the root cause and potential impact.
  - Involve cross-functional teams as needed.
5. **Resolution and Corrective Action:**
  - Develop, document, and implement corrective/preventive actions (CAPA).
  - Assign responsibility and track completion.
6. **Communication:**
  - Keep all stakeholders informed of status, findings, and actions taken using agreed channels (email, meetings, system alerts).
7. **Verification and Closure:**
  - Verify the effectiveness of actions taken.
  - Close the discrepancy when all actions are complete and documented.
8. **Follow-up and Review:**
  - Conduct periodic reviews to identify trends and opportunities for process improvement.

## 6. Documentation Standards

- All discrepancies and related actions must be clearly documented, signed, and dated in the designated system or log.
- Maintain confidentiality and integrity of records.
- Retain discrepancy records as per company policy and regulatory requirements.

## 7. Communication Protocols

- Use official communication channels as defined by the organization (e.g., internal email, management systems, meetings).
- Respond to discrepancy notifications within the established timeframe (e.g., 24 hours).
- Escalate unresolved discrepancies to higher management or the quality/compliance team according to the escalation matrix.
- Document all communications relevant to the discrepancy resolution process.

## 8. Escalation Matrix

Escalation Level	Responsible Party	Timeline
Level 1	Supervisor/Manager	Within 24 hours
Level 2	Department Head	Within 48 hours if unresolved
Level 3	Quality/Compliance Director	Within 72 hours if unresolved

## 9. Continuous Improvement

- Review discrepancy trends in periodic team meetings.
- Identify systemic issues and recommend process improvements.
- Implement training and updates as needed to prevent recurrence.

## 10. References

- Company Policy Manual
- CAPA Procedures
- Internal Communication Guidelines

## 11. Revision History

Version	Date	Description	Author	Approval
1.0	[Insert Date]	Initial release	[Author]	[Approver]