

SOP: Quality Assurance and Deliverable Review Processes

This SOP defines the **quality assurance and deliverable review processes**, covering systematic evaluation methods, standards compliance checks, documentation and reporting requirements, stakeholder feedback integration, corrective action protocols, and continuous improvement practices. The objective is to ensure that all deliverables meet specified quality standards and customer expectations through rigorous review and validation steps before final approval and delivery.

1. Purpose

To ensure all project deliverables consistently meet or exceed defined quality standards and client expectations through standardized assurance and review protocols.

2. Scope

This procedure applies to all project deliverables, including but not limited to documents, products, code, and services, prior to client handover or finalization.

3. Roles and Responsibilities

Role	Responsibility
Project Manager	Oversee QA process, assign reviewers, and ensure compliance with SOP.
Quality Assurance Lead	Develop QA checklists, train reviewers, conduct spot checks, and ensure process adherence.
Reviewer(s)	Conduct deliverable reviews as per checklist, document findings, and recommend corrective actions.
Stakeholders/Clients	Provide feedback, review final deliverables, and approve/reject based on quality compliance.

4. Procedures

4.1 Systematic Evaluation Methods

- Use standardized QA checklists tailored to deliverable type.
- Employ peer or cross-functional team reviews for unbiased assessment.
- Document every review session using the QA Review Form (Appendix A).

4.2 Standards Compliance Checks

- Verify deliverables against applicable organizational standards, regulatory requirements, and contractual criteria.
- Address gaps or deviations promptly and document resolutions.

4.3 Documentation & Reporting Requirements

- Maintain logs of all reviews, findings, corrective actions, and approval status.
- Submit review reports to the Project Manager and QA Lead for validation.
- Store all documents in the designated central repository.

4.4 Stakeholder Feedback Integration

- Share key deliverables with stakeholders/clients for review and input.
- Document all stakeholder feedback and incorporate into the next review cycle as appropriate.

4.5 Corrective Action Protocols

- For any non-conformance, initiate a Corrective Action Request (CAR).
- Assign responsible party and track to closure with documented evidence of resolution.

4.6 Continuous Improvement Practices

- Hold regular retrospective sessions to analyze review outcomes and process efficacy.
- Revise SOP and checklists as needed based on lessons learned and stakeholder input.

5. Final Approval & Delivery

1. QA Lead verifies all corrective actions are resolved.
2. Project Manager grants final approval based on compliance and documentation.
3. Deliverable is released to client or next process stage with all necessary records.

6. Records and Documentation

- QA checklists and logs
- Review and approval reports
- Corrective Action Requests (CARs) documentation
- Stakeholder feedback records
- Retrospective summaries

7. Review Cycle

This SOP will be reviewed annually or as needed following major project closures or significant changes in deliverable requirements.

Appendix A: Sample QA Review Form

Deliverable Name	Reviewer	Checklist Used	Findings	Corrective Actions	Status	Date