

SOP: Quality Assurance and Review Process

1. Purpose

This SOP details the **quality assurance and review process**, encompassing procedures for systematic evaluation, verification, and validation of products or services to ensure compliance with established standards. The goal is to maintain high quality, enhance customer satisfaction, and support organizational objectives through consistent and reliable quality management practices.

2. Scope

This SOP applies to all personnel involved in the quality assurance and review of products or services within the organization.

3. Responsibilities

- **Quality Assurance Team:** Oversee and conduct quality checks and reviews.
- **Process Owners:** Ensure processes adhere to established standards.
- **Department Managers:** Facilitate corrective actions and continuous improvement.
- **All Staff:** Support quality initiatives and report observed issues.

4. Procedure

1. **Planning Quality Checks**
 - Develop a quality plan identifying products/services, standards, and check frequency.
 - Assign roles and responsibilities for quality activities.
2. **Conducting Inspections and Audits**
 - Perform regular inspections or audits as per the quality plan.
 - Utilize standardized checklists, forms, or audit tools.
3. **Documentation of Findings**
 - Record results of inspections and audits promptly and accurately.
 - Document non-conformances, defects, or deviations from standards.
4. **Corrective Actions**
 - Initiate corrective and preventive actions for identified issues.
 - Assign responsibility and track progress until resolution.
5. **Review and Continuous Improvement**
 - Analyze quality data to identify trends, recurring issues, or areas for improvement.
 - Update processes, tools, and training as necessary to enhance quality.

5. Documentation & Records

- Quality plans
- Inspection/audit checklists
- Non-conformance reports
- Corrective action plans
- Audit/inspection reports

All documents must be maintained in accordance with organizational policy and applicable regulations.

6. References

- ISO 9001: Quality Management Systems Requirements
- Organizational Quality Policy
- Process-specific work instructions and standards

7. Revision History

Version	Date	Description	Author
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Version	Date	Description	Author
1.0	2024-06-13	Initial SOP release	[Your Name]