

Guide for the quality officer

Guides by job role

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Guides by job role

Guide for the quality officer

Inspect incoming and finished goods, record failures and follow corrective actions through to closure.

Intermediate · About 15 minutes · Version 1.0 · Updated 17 November 2026

Your role

You protect customers and the business from faulty goods, and make sure problems are not repeated.

Every day

1. Check for **Purchase Receipts**, **Delivery Notes** and work orders that need inspection.
2. Take samples and record each reading in a **Quality Inspection**, then submit. See Quality inspections.
3. Hold rejected goods, and tell purchasing or production. For supplier faults, request a return. See Purchase returns and debit notes.

When something goes wrong

1. Log a **Non Conformance** with what happened, where, and which procedure applies.
2. Find the root cause, not only the symptom.
3. Record corrective and preventive actions, with owners and dates. See Quality management: goals, procedures and non-conformances.
4. Close it only when the action is done and checked.

Every month

- Review inspection results by supplier and by product. Share a summary with purchasing and production.
- Update procedures that changed. Remove old ones.
- Run a **Quality Review** and a **Quality Meeting** for your goals.

Good habits

- Record readings honestly, including failures.
- Keep samples and photos as evidence.
- Do not accept goods under pressure without inspection.

Who to ask

The production manager and purchasing for corrective actions, and the owner for decisions on suppliers.

Related documentation

- Quality inspections
- Quality management: goals, procedures and non-conformances
- Purchase returns and debit notes
- Work orders and production