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## QADP 7P - INSPECTING AND TESTING PROCESS

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### **PURPOSE:**

To ensure that inspection and testing activities to verify that specific product requirements are met are controlled and clearly demonstrated.

### **SCOPE:**

All product that requires inspection and testing at receiving and during processing.

### **DEFINITIONS:**

None

### **RESPONSIBILITIES:**

The General Manager has overall responsibility for ensuring that product verification procedures are controlled and implemented.

The Manager, Material Control is responsible for all receiving inspection and final inspection activities.

The Manager, Technical Service is responsible for all in-process inspections.

### **REFERENCES:**

ICS Book  
Red "HOLD" tag  
Yellow "CUSTOMER PRODUCT" tag  
Green Sticker  
Blue "USED CONDITION" tag  
Work Order



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### PROCEDURE:

#### 7.1 Process Links

Process Inputs	Process Activities	Process Outputs
<i>Purchasing Process</i> <i>Order Filling Process</i> <i>Product Repair Process</i>	Receiving Inspection Repair Inspection Final Inspection	<i>Order Filling Process</i> <i>Handling, Shipping</i> <i>Packaging Process</i> <i>Improvement Process</i>

#### 7.2 Incoming Product - Product Purchased for Sale

- 7.2.1 The Shipper/Receiver performs receiving inspection on all incoming products to be sold.
- 7.2.2 The shipper/receiver inspects incoming packages for apparent damage and count discrepancies. If the shipment is acceptable, the Shipper/Receiver signs the waybill.
- 7.2.3 In the event that there is apparent packaging damage, the Shipper/Receiver makes a note of the fact on the waybill prior to signing it. The Shipper/Receiver opens the package to verify the contents and, if there is damage to the product, makes a note on the packing slip and advises the Sales Department.
- 7.2.4 If there is a discrepancy in the waybill count, the Shipper/Receiver verifies the actual count against the packing slip. If there is a discrepancy, he notes it on the waybill prior to signing and on the packing slip, and advises the Manager, Material Control who resolves the problem.
- 7.2.5 If the packaging is damaged but the product is verified and accepted, the Shipper/Receiver reseals the package and demonstrates acceptance by signing and applying a green sticker. The product is stored with other accepted product.
- 7.2.6 If the Shipper/Receiver cannot verify the product, the Shipper/Receiver fills a red "HOLD" tag and attaches it to the product indicating it is suspect and requires further



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inspection. The Shipper/Receiver records the product in the ICS (Internal Control System) book, issues an ICS number and moves the product to a quarantine area.

- 7.2.6.1 A Technician inspects the suspect product and records the results of the inspection on the red "HOLD" tag.
- 7.2.6.2 If the product is damaged, the product is processed as per QACP 10 (Control of Nonconforming Product).
- 7.2.6.3 If the product is not damaged, A Technician records the verification on the red "HOLD" tag and returns the package to the receiving area. The Shipper/Receiver repackages the product, applies a signed green sticker to the package.
- 7.2.6.4 The Shipper/Receiver removes the red "HOLD" tag and closes out the entry in the ICS book. The product is stored with other accepted product.
- 7.2.7 Product for sale with no packaging damage is accepted as is and placed in storage without further verification. The undamaged original packaging and the original, unbroken seal located in a storage area identify the product as accepted product.

### 7.3 Incoming Product - Product Purchased but not for Sale

- 7.3.1 When product other than product for sale is received, the Shipper/Receiver inspects the package for visible damage and verifies the package description against the waybill. He signs both the Pharos and the carrier's copy of the waybill to indicate receipt of the product as shown on the waybill while, if applicable, documenting any count discrepancy or any visible damage.
- 7.3.2 The Shipper/Receiver verifies the product against the packing slip and the purchase order. Acceptance is recorded on the packing slip. In the event of a discrepancy, the Shipper/Receiver resolves the problem with the supplier.
- 7.3.3 If it not be possible to resolve the problem immediately, a red "HOLD" tag identifying the problem is attached to the product. An ICS number is issued and the nonconformance is processed as per QACP 10 (Control of Nonconforming Product Process).

### 7.4 Incoming Product - Consignments and Returns



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- 7.4.1 When product off consignment or product returned by a customer is delivered, the Shipper/Receiver inspects the product for visible transportation damage and verifies the package description against the waybill. The Shipper/Receiver signs the delivery company's copy of the waybill to indicate receipt of the product as shown on the waybill while, if applicable, documenting any count discrepancy or apparent damage.
- 7.4.2 The Shipper/Receiver records receipt of the product in the ICS (Internal Control System) book and issues an ICS number.
- 7.4.3 For consignments, the Shipper/Receiver verifies receiving information against the Open Consignment file. The Shipper/Receiver applies a red "HOLD" tag to indicate that the product requires further inspection and moves the product to a quarantine area.
- 7.4.4 For product returned by a customer, the Shipper/Receiver applies a yellow "CUSTOMER PRODUCT" tag, indicates that the product requires further inspection and moves the product to a quarantine area.
- 7.4.5 A Technician inspects the product to establish any servicing or repair work required.
- 7.4.6 If it requires no work, a Technician records the disposition and verification on the red "HOLD" tag or "CUSTOMER PRODUCT" tag and returns the package to the receiving area. The Shipper/Receiver repackages the product, applies a green sticker to the package. The Shipper/Receiver removes the red "HOLD" tag or the yellow "CUSTOMER PRODUCT" tag and closes out the entry in the ICS book. The product is placed in storage.
- 7.4.7 If work is required, the disposition is recorded on the red "HOLD" tag and the repair is processed as per QADP 6P (Process Control). When the repair has been completed and verified, a Technician records the verification on the red "HOLD" tag and returns the package to the receiving area. The Shipper/Receiver repackages the product and applies a green sticker to the package. The Shipper/Receiver removes the red "HOLD" tag and closes out the entry in the ICS book. The product is placed in storage with other accepted product.
- 7.4.8 If the inspection of the product by the Technician shows that the product does not meet the manufacturer's original specification, but that is suitable for sale, a blue "USED CONDITION" tag is applied. Deviations are noted on the blue tag. The product is returned to the receiving area. The Shipper/Receiver removes the red



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“HOLD” tag and closes out the entry in the ICS book. The product is placed in storage with the blue “USED CONDITION” tag on it.

### **7.5 Incoming Product - Customer Owned for Repair**

- 7.5.1 When customer owned product for repair is delivered, the Shipper/Receiver inspects the product for apparent damage and verifies the package description against the waybill. The Shipper/Receiver signs both the Pharos and the carrier’s copy of the waybill to indicate receipt of the product while, if applicable, documenting any count discrepancy or apparent damage.
- 7.5.2 The Shipper/Receiver applies a yellow “CUSTOMER PRODUCT” tag to the product to indicate that it is customer owned and requires inspection, and moves the product to the designated area for product awaiting repair.
- 7.5.3 A Technician inspects the product to establish the work required and processes the repair as per QADP 6P (Order Filling and Product Repair Process).

### **7.6 Work in Process - Customer Repair**

- 7.6.1 At the completion of the repair, the product is verified to ensure that the work performed meets the customer’s requirements. The technician performing the work completes and signs the Work Order that details the repair work performed and records that the product has been verified. The technician signs the yellow “CUSTOMER PRODUCT” tag to identify the product as having been successfully verified.
- 7.6.2 All test equipment used in the inspection of product to verify its condition against specification is calibrated as per QACP 8 (Control of Inspection, Measuring and Test Equipment).

### **7.7 Final Inspection**

- 7.7.2 The Shipper/Receiver performs Final Inspection on all products prior to shipment by verifying that all required inspections have been successfully carried out and all inspection records are completed as required.



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- 7.7.3 The Shipper/Receiver signs the Picking Packing Slips upon satisfactory completion of final inspection. No product is shipped until all inspection activities have been completed satisfactorily.
- 7.7.4 Products that pass Final Inspection are preserved and packaged in accordance with customer specifications and/or QACP 12 (Handling, Storage, Packaging, Preservation and Delivery).