

Mopilya.com

Production Order Release and Outsourced Manufacturing Control SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-OPS-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Confirmed order release to supplier/workshop	Confidentiality	Internal Use

Important note: This document is a ready-to-edit QMS draft. It should be reviewed, approved, and customized by Mopilya process owners before official release or certification use.

Document Revision History

Rev.	Date	Description of Change	Prepared / Reviewed / Approved
0	20-Jun-2026	Initial issue prepared for ISO 9001:2015 QMS implementation.	Prepared by OpexEdge; to be reviewed and approved by Mopilya management.

1. Purpose

To convert each confirmed customer order into a clear supplier production order and control outsourced manufacturing until the item is ready for dispatch.

2. Scope

Applies from confirmed customer order release to supplier confirmation, production start, production monitoring, readiness confirmation, and handover to inspection/delivery.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.4	Controls externally provided production processes.
Clause 8.5.1	Ensures controlled conditions for production and service provision.
Clause 8.5.2	Maintains identification and traceability using order number and supplier reference.
Clause 8.5.6	Controls changes during production.

4. Definitions

Term	Definition
Production Order	Instruction sent to supplier/workshop containing product specification, customer requirements, due date, and quality requirements.
Ready Date	Supplier-confirmed date when item is complete, inspected, packed, and available for dispatch.
Production Hold	Temporary stop due to missing information, payment issue, customer change, material constraint, or quality risk.

5. Responsibilities

Role	Main Responsibilities
Operations	Creates and releases production orders, tracks status, manages changes and escalations.
Supplier / Workshop	Confirms production feasibility, ready date, and manufactures according to specification.
Customer Care	Updates customer when schedule or requirement changes affect the customer promise.
Quality / Receiving	Defines inspection checks and reviews defects before delivery.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Receive confirmed order with	Operations	Only confirmed orders are

	customer-approved specification and payment status.		processed.
2	Validate production inputs: product code, quantity, dimensions, color/fabric, add-ons, customer notes, address city, promised date, and payment status.	Operations	Production Order Checklist completed.
3	Select approved supplier based on product category, capacity, lead time, cost, and performance.	Operations	Supplier selected from Approved Supplier List.
4	Issue production order to supplier with order number, specification, delivery promise, inspection criteria, packaging requirements, and contact channel.	Operations	Controlled production order sent.
5	Supplier confirms feasibility, cost, ready date, material availability, and any constraints.	Supplier	Supplier confirmation recorded.
6	Operations records supplier confirmation and updates order tracker.	Operations	Order status changes to in production.
7	Monitor progress at agreed checkpoints and update order tracker.	Operations / Supplier	No order becomes stale without status update.
8	Any change to specification, quantity, cost, supplier, or ready date requires documented approval before continuation.	Operations / Customer Care	Order Change Record completed.
9	Supplier confirms item is complete, visually checked, packed, and ready for dispatch or receiving inspection.	Supplier	Ready confirmation received.
10	Release ready order to receiving/inspection or logistics process.	Operations	Inspection/delivery handover completed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Production Order	Operations	5 years	Order folder
Production Order Checklist	Operations	5 years	Order folder
Order Tracker	Operations	5 years	Operations dashboard
Supplier Confirmation	Operations	5 years	Order folder
Order Change Record	Customer Care / Operations	5 years	Order folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Wrong details sent to supplier	Pre-release checklist and customer-approved specification attachment.	Stop order, issue corrected production order, assess rework/cost impact.
Supplier misses ready date	Progress checkpoints and supplier SLA monitoring.	Escalate to Operations Manager and inform customer if promise changes.
Customer change after production started	Formal change feasibility and cost/lead time review.	Obtain customer approval before implementation.

9. KPIs

KPI	Suggested Target	Review Frequency
Production orders released without missing data	>= 98%	Weekly
Supplier ready-date adherence	>= 90%	Weekly

Unapproved order changes	0	Monthly
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10. Related Documents / Forms

- MOP-OPS-FRM-001 Production Order Template
- MOP-OPS-FRM-002 Production Order Checklist
- MOP-OPS-FRM-003 Order Tracker
- MOP-SLS-SOP-002 Order Confirmation and Payment SOP

Approval

Prepared By	Reviewed By	Approved By
Name / Signature / Date	Name / Signature / Date	Name / Signature / Date