

Mopilya.com

Receiving, Inspection and Product Release SOP

ISO 9001:2015 Aligned Controlled Document

Document Code	MOP-QA-SOP-001	Revision	0
Document Type	Standard Operating Procedure	Effective Date	20-Jun-2026
Process Owner	Quality / Operations Manager	Approved By	General Manager
Prepared By	OpexEdge Consultancy	Status	Draft for Management Approval
Applies To	Product receiving, final inspection, and release before customer delivery	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 verify that furniture items received from suppliers or workshops meet customer requirements before delivery to the customer.

2. Scope

Applies to all products ready for dispatch, including supplier-ready items, items received at warehouse, direct delivery items, visible condition checks, specification checks, packaging checks, and release decisions.

3. ISO 9001:2015 Alignment

Relevant Area	How this procedure supports the QMS
Clause 8.6 - Release of Products and Services	Requires verification before release to customer.
Clause 8.7 - Control of Nonconforming Outputs	Controls defective, wrong, incomplete, or damaged products.
Clause 8.5.2 - Identification and Traceability	Links inspection result to order number and supplier.
Clause 9.1 - Monitoring and Measurement	Uses inspection evidence and defect trends.

4. Definitions

Term	Definition
Receiving Inspection	Check performed when the item is received or before it leaves supplier/warehouse for delivery.
Release	Approval that product is acceptable for delivery.
Nonconforming Output	Product or service that does not meet requirements.

5. Responsibilities

Role	Main Responsibilities
Quality / Receiving Responsible	Performs inspection and records accept/reject decision.
Operations	Ensures product is available for inspection and resolves supplier issues.
Supplier	Corrects defects or specification errors before release when required.
Logistics	Dispatches only released products.

6. Procedure

Step	Activity	Responsible	Required Control / Output
1	Receive supplier ready confirmation or physical item.	Operations / Receiving	Order number and supplier identity verified.
2	Check product against order specification: product code, quantity, dimensions, color/fabric, orientation, add-ons, and customer notes.	Quality / Receiving	Specification match confirmed.

3	Inspect visible condition: scratches, damage, stains, alignment, assembly, finish, packaging, and completeness.	Quality / Receiving	Inspection checklist completed.
4	Take photos when required for proof of condition before dispatch.	Quality / Receiving	Photo evidence stored with order.
5	If product passes inspection, mark as released for delivery.	Quality / Receiving	Release status recorded.
6	If product fails, identify as nonconforming, segregate or block from delivery, and notify Operations.	Quality / Receiving	Nonconforming Output Record created.
7	Operations decides correction, rework, replacement, concession with customer approval, supplier return, or cancellation.	Operations / Quality	Disposition decision recorded.
8	Only released items are handed to logistics for dispatch scheduling.	Logistics	Delivery handover completed.

7. Records and Retention

Record / Form	Owner	Minimum Retention	Storage Location
Receiving Inspection Checklist	Quality / Receiving	5 years	Order folder / QMS folder
Product release record	Quality / Receiving	5 years	Order folder
Photo evidence	Quality / Receiving	1 year minimum or complaint period	Order folder
Nonconforming Output Record	Quality	5 years	NCR/CAPA folder

8. Process Risks and Controls

Risk	Preventive Control	Reaction / Escalation
Defective item delivered to customer	Inspection and release gate before dispatch.	Stop delivery, correct/rework, and open NCR.
Wrong item delivered	Order specification check and order number traceability.	Hold item, verify against order, and correct dispatch.
Damage occurs after inspection	Packaging check and delivery handling instructions.	Record delivery issue and assess logistics corrective action.

9. KPIs

KPI	Suggested Target	Review Frequency
First-pass inspection acceptance	>= 95%	Weekly
Customer delivery defect rate	<= 2%	Monthly
Inspection records completed before delivery	100%	Weekly

10. Related Documents / Forms

- MOP-QA-FRM-001 Receiving Inspection Checklist
- MOP-QA-FRM-002 Product Release Record
- MOP-QMS-SOP-002 Nonconforming Output and CAPA SOP
- MOP-LOG-SOP-001 Packaging, Dispatch, Delivery and POD SOP

Approval

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