

TITLE: Processing Quality Alerts			
Creation Date: 5/7/2024	Department: Supply Chain	Doc No: INV-PQA-001	Approved Version:
Procedure Owner: Inventory Manager	Process Author: Andre Kelly	Final Approved By:	Approval Date:
	Author Signature:	Approver Signature:	

Process – Processing Quality Alerts

1. Purpose:

- 1.1. To establish a procedure for creating Quality Alerts to notify responsible parties of any product quality issues, ensuring timely correction and prevention

2. Scope:

- 2.1. This procedure applies to the quality control aspect of inventory management, detailing the steps to identify, report, and address product quality issues promptly and effectively.

3. Responsible Parties:

- 3.1. Production
- 3.2. Distribution
- 3.3. Retail and Delivery Operations
- 3.4. Quality Management

4. References:

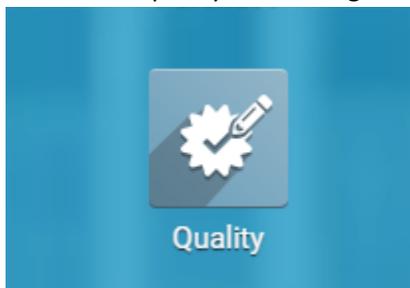
- 4.1. Demo video

5. Definitions:

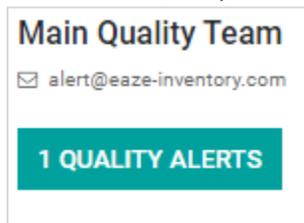
6. Procedure:

Quality Alert Review

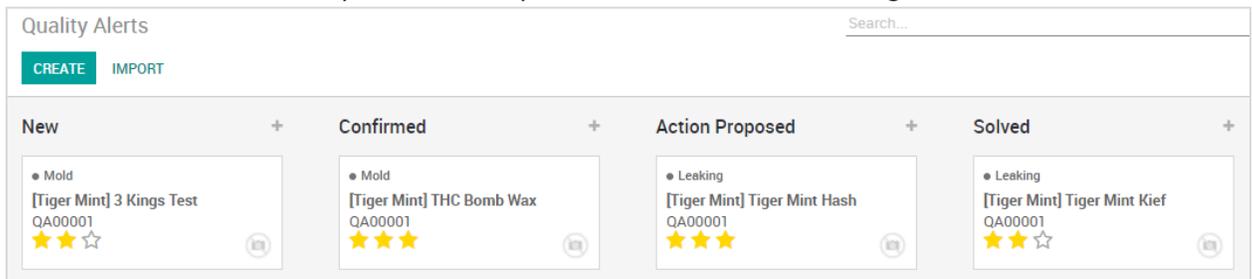
- 6.1. Responsible Quality Teams & Team Members
 - 6.1.1. When a quality alert is issued, the responsible person will be notified.
 - 6.1.2. To view the quality alerts assigned to you, go to Quality module within Odoo (<https://ims.eaze.com>)



6.1.3. Once in the Quality Dashboard, you will see your team’s alerts.



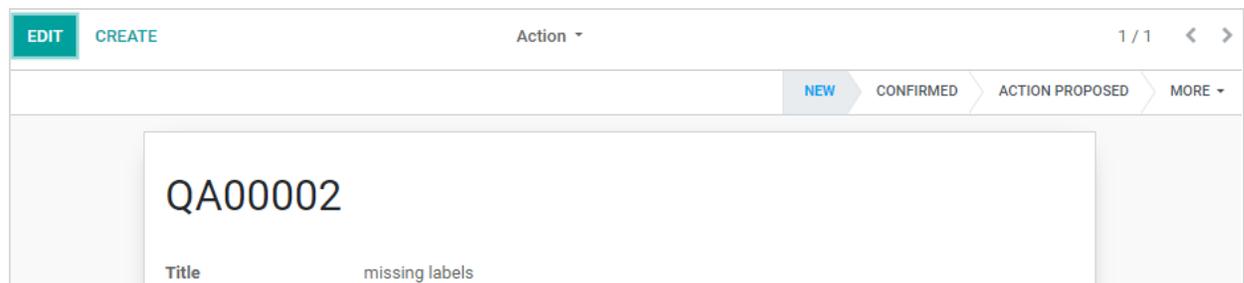
6.1.4. Within the alerts dashboard you will see all your alerts in their different stages



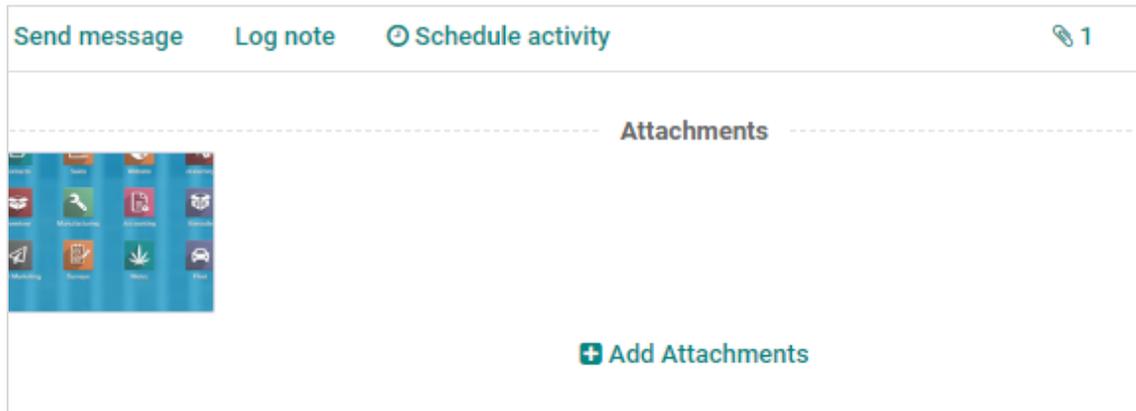
- 6.1.4.1. New – Newly created
- 6.1.4.2. Confirmed – Quality alert has been received by the responsible person
- 6.1.4.3. Action Proposed – Remediation plan has been set by the responsible team
- 6.1.4.4. Solved – Corrective action has been completed and teams have been trained on the preventative action.

Confirming Quality Alerts

6.2. Click on your new alert. Within the alert template you will be able to perform the following functions:



- 6.2.1. Edit - Edit the alert
- 6.2.2. View/Add attachments. You can view and add attachments in the template chatter area. It will be to the right or the bottom of the Alert depending on the size and resolution of your screen.



- 6.2.3. Move alerts to various stages. The current stage is highlighted in **BOLD BLUE**
 - 6.2.3.1. Confirmed - You have received the alert
 - 6.2.3.2. Action proposed - You have a remediation plan
 - 6.2.3.3. Solved - Issue has been resolved and corrective action is in place
- 6.2.4. Within the alert card, you will need to confirm the following:

QA00002

Title	missing labels	Team	Main Quality Team
Product	[Vet CBD Inc.] 10:1 CBD:THC 125mg 1oz	Responsible	Andre Kelly
Product Variant	[Vet CBD Inc.] 10:1 CBD:THC 125mg 1oz	Tags	Product Defect
Lot		Root Cause	
Work Center		Priority	★★☆
Internal Transfer	LFGSC/INT/03766		

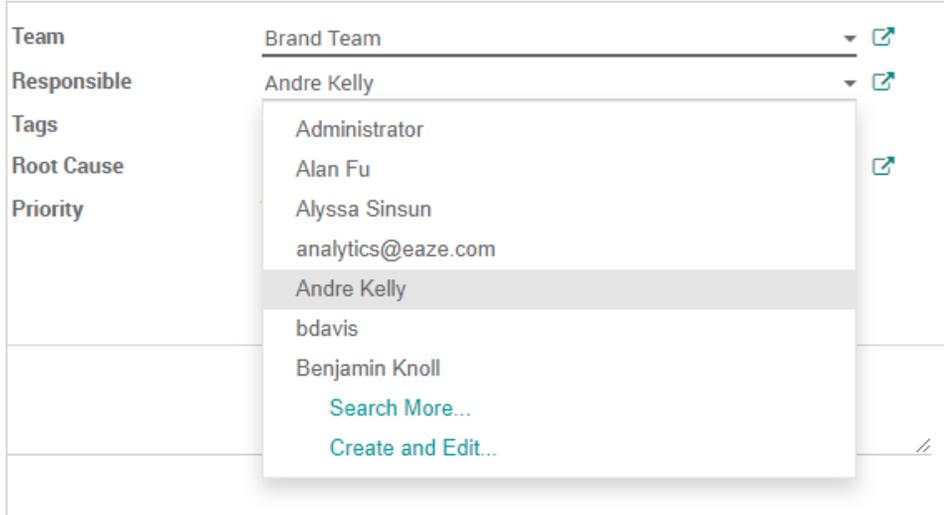
Description	Corrective Actions	Preventive Actions	Miscellaneous
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The product is missing its batch/COA labels. This is a requirement in order to list the item on the menu or put the item on the retail floor.

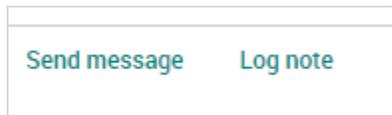
- 6.2.4.1. Product
- 6.2.4.2. Lot - Metrc Package ID the product was received under
- 6.2.4.3. Quantity
- 6.2.4.4. Team - Team the responsible works for
- 6.2.4.5. Responsible - Person creating the remediation plan
- 6.2.4.6. Tags - The visible defect
- 6.2.4.7. Root Cause - Leave Blank, until you have completed a root cause analysis to determine the cause of the alert.
- 6.2.4.8. Priority
 - 6.2.4.8.1. 1 star – Have plenty of inventory and low value (C sku)
 - 6.2.4.8.2. 2 star – Limited in-stock, moderate demand/value (B sku)
 - 6.2.4.8.3. 3 star – New product, high demand/value (A sku)
- 6.2.4.9. Description - Cannot be blank
- 6.2.4.10. Corrective/Preventive Action - Leave Blank, until you have completed a root cause analysis to determine

6.2.4.11. Miscellaneous - Confirm if there is a vendor

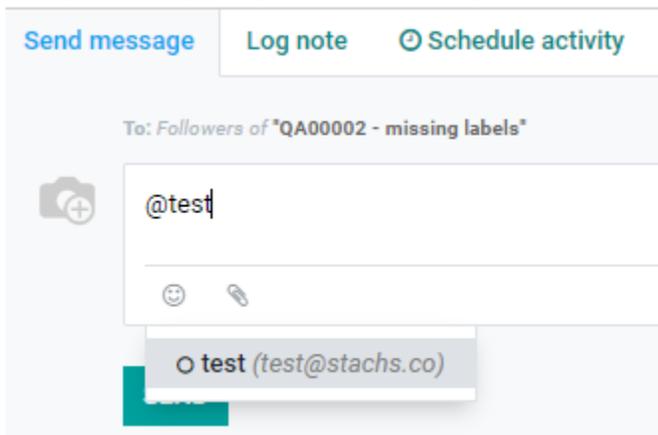
6.2.5. If the alert has been assigned to you incorrectly, click Edit and change the Team and/or Responsible fields to the correct team and/or person.



6.2.6. Be sure to leave a note explaining the re-assignment



6.2.7. If this alert will need members from other teams, you can send them a message within Odoo. You can lookup a user by using @ to start the tag process.



6.2.8. You can find Send Message and Log Note either beneath or to the right of the QA card depending upon your window size and screen resolution.

6.2.9. Once you have confirmed that this issue has been assigned to you correctly or you have reassigned to the correct user, click Confirmed.



6.2.9.1.

6.2.9.2. You can also go back to the Alerts dashboard and drag the box from New to Confirmed.

Root Cause Analysis

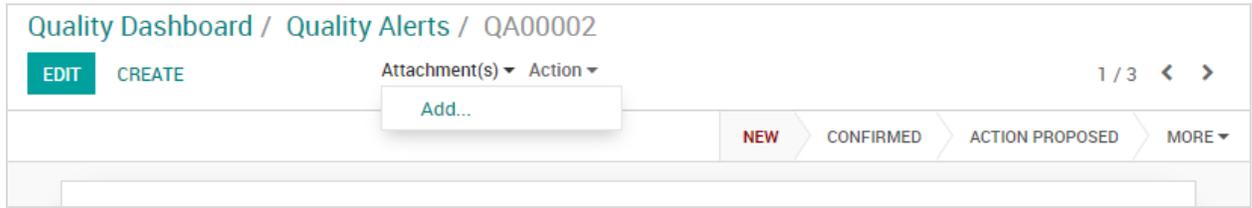
- 6.3. Root cause analysis is a structured team process that helps identify the underlying reasons for an adverse event, near-miss, or product defect. By understanding these contributing factors, we can develop actions to prevent the issue from happening again. The root cause is the fundamental reason for the issue. Finding it requires investigative work, which includes talking to those involved, reviewing photos and videos, visiting the location of the issue, and using methods like the 5 WHYS or a fishbone analysis (cause and effect)
- 6.4. Once investigative work has been completed and the root cause identified, choose the most relevant tag/option.
 - 6.4.1. Product Quality - Cause of issue upstream at the manufacturer, cultivator, co-packer level.
 - 6.4.2. Transportation - Issue was caused during transportation to the depot/customer
 - 6.4.3. Human Error - Issue was caused by a failed human action
 - 6.4.4. Workcenter Failure - Issue was caused during manufacturing due to a failure of equipment at the workcenter
 - 6.4.5. Create new root cause if the appropriate cause is not listed

Proposing Corrective and Preventive Actions

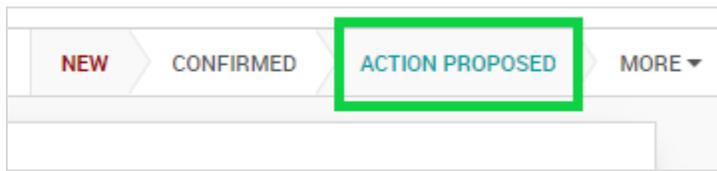
- 6.5. A corrective action involves responding to a process problem, controlling it with immediate measures, and then taking steps to prevent it from happening again. The assigned quality team is responsible for creating corrective actions.
- 6.6. Preventive action is taken to address the cause of a process problem before it occurs. This involves identifying potential problems, assessing their possible causes, and taking steps to prevent them from happening.
- 6.7. Example:
 - 6.7.1. We discover some products with incorrect product information.
 - 6.7.2. Corrective Action: Reach out to vendor/brand, they can exchange the product
 - 6.7.3. Preventive Action: Add checking product labels to the receiving quality inspection checklist (reference [Step 1 in "During Receiving"](#))
- 6.8. Add the Corrective and Preventive Actions

Description	Corrective Actions	Preventive Actions	Miscellaneous
Describe the corrective actions you did... <hr style="border: 0.5px solid #ccc;"/>			

6.9. Attach any additional documents



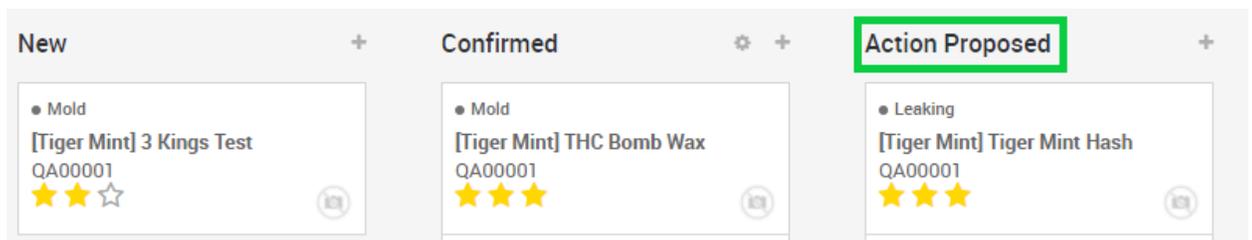
6.10. Once you have completed your root cause analysis and established the appropriate actions, you can move the alert to the next step. Click on Action Proposed.



Quality Alert Completion

6.11. Responsible Quality Teams and Team Members

- 6.11.1. When a quality alert is moved to the Action Proposed stage, both corrective and preventive actions must be completed and verified before the alert is closed.
- 6.11.2. To see the Alerts in the Action Proposed stage, go the Quality Alerts dashboard



- 6.11.3. Click on the alert you want to complete.
- 6.11.4. Review the corrective action
- 6.11.5. Execute on the corrective action
- 6.11.6. Review the preventative action
- 6.11.7. Review the preventative action
- 6.11.8. Train the team on the corrective action
- 6.11.9. Once the corrective actions have been implemented and the team trained on the preventive actions, you can then move the alert from Action Proposed to Solved.

7. Revision History:

REVISION NUMBER	STEPS REVISED	REASON FOR REVISION	INITIALS	EFFECTIVE DATE
1.0	All	Initial creation	AJS	5/7/2024

2.0	All	SOP restructure, formatting, scope/purpose	NN	7/11/2024
3.0	6.3-6.6	Rewrite for Root Analysis/Corrective Action	NN	7/30/24