



SOP 1 - Item Inspection and Non-Conformity Management

SOP Number	SOP-01
Title	Item Inspection and Non-Conformity Management
Location	Secure Production Room - Clubclass
Responsible	Quality Director

Purpose

To ensure that only safe, compliant and suitable items are used in Dr Sunshine Comfort Kits and that any quality issues identified during inspection, assembly or feedback are properly recorded, corrected and used for continuous improvement.

Scope

This SOP applies to all items received for inclusion in Comfort Kits and to any non-conformities identified during:

- Item inspection
- Assembly and production
- Final approval
- Customer or recipient feedback

Procedure

1. Item Inspection

All items received for inclusion in Comfort Kits are inspected in the secure production room at Clubclass before assembly begins.

The Quality Director checks that items are:

- Brand-new
- CE-marked (where applicable)
- EN71-compliant (applicable if we plan to include a toy in the kit)

Each item is visually inspected for:

- Damage
- Sharp edges
- Loose parts (applicable if we plan to include a toy in the kit)
- Defects or contamination

Items that pass inspection are approved for use in the assembly process.

2. Identification of Non-Conformities

A non-conformity occurs when an item or process does not meet the required standard.

Examples include:

- Missing or incorrect item
- Damaged item or packaging
- Hygiene concern
- Customer or recipient complaint
- Any item failing the inspection process

3. Handling Non-Conforming Items

If a non-conforming item is identified:

- The issue is identified and the item is immediately removed from use.
- The item is not included in any Comfort Kit.
- The item is replaced before assembly continues.

Where necessary, affected kits may be re-checked to ensure compliance with quality standards.

4. Recording Non-Conformities

The Quality Director records the issue in the Non-Conformity Log (Google Doc) including:

- Date of Event
- Item
- Item Supplier
- Description Of Non-Conformity
- Severity / Impact
- Correction
- Corrective Action
- Responsible Person
- Status
- Date of Completion

This record ensures that all quality issues are documented and reviewed.

Quality Control Check

QC 1 - Item Safety Inspection

Items are inspected before assembly begins.

Outcome - Items are approved or rejected before entering production.

QC 2 - Storage & Preparation Control

Items are stored safely before assembly.

Outcome - Items remain safe and ready for assembly.

Continuous Improvement

Repeated issues or patterns identified through the Non-Conformity Log are reviewed with the team. This process supports learning and may lead to improvements in:

- Item sourcing
- Assembly procedures
- Packaging or presentation
- Communication with suppliers

Record Keeping

- Non-conformities are recorded in the Non-Conformity Log (Google Doc).
- Records are reviewed periodically by the Quality Director to identify trends and improvement opportunities.

Approved by Giuseppe Ciliberti - Quality Director

Date 5th January 2026