



Name of Procedure	Quality Control
Policy Statement	This SOP will outline Quality Control guidelines
Frequency of Use	Every time we complete a client task or project

Purpose

By ensuring that we have Quality Control built in for all client work we benefit by:

- Reducing client frustration and rework
- Reducing team frustration and increasing job satisfaction
- Underlines our commitment to producing 100% error free work (or as close to it as possible)
- Give ourselves a chance to step back from the project to review
- An opportunity to add value to the task
- Improving our service to clients

Policy:

It is our policy that every client project has a Quality Control task attached and every project is reviewed by second team member to ensure the project is 100% error free and where possible, that we have added value in order to achieve the project objective or goal, before a client sees the work.

Responsibility

The Lead VA is responsible to ensure all projects have both a Quality Control task assigned and completed before a client sees the work.

Procedure

1. Receive request by client for a project or task to be carried out.
2. Create a task or project in PWF, you may be able to use a task template from PWF (add/edit tasks – task template – scroll down to QC templates to see if there is an appropriate task).

This client has a task template which already has QC attached. When you create new task templates for your clients, it is a requirement that you include QC. Please see 'Recurring Projects' SOP

Task Title	Order	Priority	Allocated	Assigned	Start Day	Due Day
Client Correspondence	1	Medium	0:00	2 Users	1	31
Xero/Accounts	2	Medium	10:00	2 Users	1	31
Project Management	2.1	Medium	0:00	2 Users	1	31
Quality Control	2.2	Medium	0:00	2 Users	1	31
Xero Reconciliations	2.3	Medium	0:00	2 Users	1	31
Xero Accounts Payable and Receivable	2.4	Medium	0:00	2 Users	1	31
Back up of Xero	2.5	Medium	0:00	2 Users	1	30

3. Assign deadlines to all tasks and factor in enough time to ensure there is 12-48 hours to have the task reviewed.

4. Make sure you check all work carefully. (This includes, emails, social media shares, proposals, documents, presentations etc.)
5. When you are collaborating with others on a project, check their work before sending it on to the client. Don't assume that it's been checked, it is our reputation on the line!
6. If possible close a job when it's finished, then go back to it with fresh eyes to complete the review before sending for QC.
7. When ready, send task to appropriate team member for Quality Control. You can send through to Penny, Justine or someone with experience (and availability) in the area that you are working on.
8. When you send through for QC please identify:
 - a. Any items that may be of a concern
 - b. Deadline for when you need the project back
 - c. Desired goal or outcome of this task or project
9. Receive comments from reviewer and make changes where required.
10. Once happy send completed project to client for final approval.

Key SOP Information

Responsible for doing process	Lead VA and supporting team member(s)
Ensuring the process is done	Lead VA
Frequency	<input checked="" type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Monthly <input type="checkbox"/> Quarterly

Version Control

Author:	Alice Rae-Flick	Approved:	Justine Parsons
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