To all quality students:

This following section shows the best format of a typical standard operation procedure (SOP) completed by students in the class. It has applied some of requirements specified by ISO 9000 and related quality management system standards. The format (sections of the SOP) is beyond the requirement of the course. However, it will serve as an excellent resource when you develop your SOP for your organization in the future.

I kept my comments in the original document. Please note the actual procedure requires some fine tuning.

PL

Standard Operating Procedures
Quality Assurance Department
Software Analysis & Evaluation

I. Purpose

The purpose of this document is to provide uniform guidelines and procedures to test new software application before distribution.

II. Scope

The scope of this SOP is limited to the Quality Assurance Department – Software Analysis and Evaluation.

III. Authority and Responsibility

This Standard Operating Procedure is applicable to the Quality Assurance Department and those employees assigned to positions within the department for software analysis.

IV. Procedure

    A. Catalog and inventory the incoming beta software from the Programming Department along with any documentation / manuals.

    B. The software will be assigned to either a team or an individual depending upon the size of the software and at the discretion of the Department supervisor. (Spell out exactly how?)

    C. The team or individual will be responsible for the software while it is in the Quality Assurance Department.

    D. The software will be tested using step-by-step directions from the accompanied documentation or manual. (How? What are the steps?)

    E. NO deviation. Use the manual as it is written.

    F. The software will be tested thoroughly from beginning to completion including all options, functions and features.

    G. It will be tested for accuracy, user friendliness and must meet all criteria set forth by the programmers and company standards.

    H. All errors, inconsistencies, glitches and 'bugs' will be annotated on appropriate forms.

I. After completion, the software, documentation and error forms created from the Quality Assurance department will be given to the Quality Assurance Supervisor.

J. Once the documentation has been reviewed, copies will be made and distributed to the following departments listed below. This list will vary based upon the software. (Avoid this type of language. Make it clear and certain so that nobody can deviate.)

K. Check with the Quality Assurance supervisor for further information about distribution standards.

V. Re-Analyze and Evaluate Software Application

This procedure will continue until the software application meets all requirements set forth by appropriate departments.

VI. Distribution

A. Internal Distribution

Copies of all forms will be submitted to the following departments:

> Programming Department
> Marketing Department
> Finance Department
> All upper management (CEO, President, Vice President)

This list is not all inclusive. Based on the software application, it may need to be distributed to other individuals and departments.

B. External Distribution

Do not distribute any copies, reports, written or oral information or results about the software applications to any outside agencies. Any deviation from this guidance must be approved by upper level management.

The format is very good. However, you still did not break the department into small jobs. Each job requires a SOP. For example, "Catalog and inventory the incoming beta software…," it requires a SOP.

-2 points

Flowchart for Software Analysis and Evaluation

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┌─────────────────────┐
│  BETA VERSION OF    │
│     SOFTWARE        │
│ APPLICATION GIVEN   │
│    TO QUALITY       │
│  ASSURANCE TEAM     │
└─────────────────────┘
          │
          ▼
┌─────────────────────┐          ┌─────────────────────┐
│     SOFTWARE        │          │     RETURN TO        │
│   APPLICATION       │◄─────────│   PROGRAMMING        │
│ REVIEW AND TESTED   │          │  FOR CORRECTION      │
└─────────────────────┘          └─────────────────────┘
          │                                 ▲
          ▼                                 │
┌─────────────────────┐          ◇ YES
│     PROBLEMS        │─────────►
└─────────────────────┘
          │
          ▼
      ◇ NO
          │
          ▼
┌─────────────────────┐          ┌─────────────────────┐
│     SOFTWARE        │          │  DELIVER TO THE     │
│   APPLICATION       │─────────►│    APPROPRIATE      │
│    APPROVED         │          │    DEPARTMENT       │
└─────────────────────┘          └─────────────────────┘
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