

GEORGIA DEPARTMENT OF CORRECTIONS Standard Operating Procedures		
Functional Area: Georgia Correctional Industries	Reference Number: VIC01-0001	Revises Previous Effective Date: 7/30/96
Subject: Quality Assurance		
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I. POLICY:

Each Industries operating unit shall have written quality assurance controls, which specifies inspection procedures for raw materials, goods in process, and finished goods. GCI shall measure customer satisfaction and take action to prevent non-conformance.

II. APPLICABILITY:

All GCI Functional Areas

III. RELATED DIRECTIVES:

CAC/ACA Standard 2-4421-5

IV. DEFINITIONS:

None

V. ATTACHMENTS:

None

VI. PROCEDURE:

A. Quality assurance controls (inspections and documentation) will differ within the individual plants. The following determinations must be made for each product:

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1. The desired requirements of the product design, finished product, manufacturing process, raw materials, packaging and shipping.
 2. The necessary inspection steps, documentation procedures, and the manpower needed to achieve the required results.
- B. The basic elements upon which the quality control programs are to be maintained will include:
1. Customer Complaint Logs - The Georgia Correctional Industries Customer Complaint record-keeping system must be strictly followed.
 2. Specifications - Each location must have a complete set of specifications covering all raw materials required for each product.
 3. In Process Control - There must be a defined manufacturing sequence, which includes the critical elements of each product.
 4. Final Evaluation - The finished product must be evaluated for conformance to specification prior to shipment.
 5. Incoming Materials - Incoming materials shall be evaluated upon receipt for both quality and conformance to the purchase specification.
 6. Inspection Methods/Tests shall be defined and personnel (staff and inmates) shall be trained in the proper usage.
 7. Quality Assurance Inspectors - Quality assurance (inmate workers) will be designated and trained to perform checks as required.
 8. Product Delivery - The packaging of finished products must be such to insure damage free delivery and of an appearance to re-enforce the image of quality.

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9. Operator Training - There must be a planned and well-executed system of training and evaluating inmate workers as they are assigned to new jobs.