Quality sampling plan



We build a sampling worksheet for checking one team’s completed work each week.

Who it helps

Operations directors and team managers

The problem to solve

Checking only obvious failures leaves a team with little information about the quality of routine work.

Working through the brief

1. **Define the eligible work**

   Gather the agreed inputs. Current quality records, process owners and the framework or improvement objective.

2. **Set a weekly sampling routine**

   Track “Sample selection” and “Check outcome” together so the reviewer can connect the source information to the result.

3. **Prepare the recording worksheet**

   Use a repeatable weekly sample to compare findings over time and assign follow-up on recurring issues.

4. **Check the scope at handover**

   External audit, certification, software and additional teams are separate.

Worked example

A sample drawn only from routine cases misses exception work. Define which case types the checks must cover.

Read the service scope / OPS-025

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