

ISO 9001 Documentation

Incoming Inspections

1. Purpose

The purpose of this document is to define the requirements and procedures for performing Incoming Inspections of purchased materials, components, parts, products, and services, in accordance with ISO 9001:2015. This ensures that all incoming items meet specified quality requirements, are fit for use in production or service delivery, and comply with customer, regulatory, and internal standards before being released into the supply chain, production process, or inventory.

Effective incoming inspection is a critical control to prevent defective or nonconforming materials from entering the process and affecting final product quality.

2. Scope

This procedure applies to all incoming materials, components, parts, sub-assemblies, products, and externally provided services that are:

- ❖ Procured from suppliers or external providers
- ❖ Intended for use in production, assembly, packaging, testing, or delivery of the organization's products or services
- ❖ Capable of affecting product quality, safety, performance, or customer satisfaction

It includes, but is not limited to:

- ❖ Raw materials
- ❖ Manufactured components and parts
- ❖ Packaging materials
- ❖ Tools or consumables with quality impact
- ❖ Outsourced products or sub-assemblies
- ❖ Services that deliver outputs requiring verification (e.g., PCB assembly)

3. References

- ❖ ISO 9001:2015 – Quality management systems – Requirements
(Clauses: 8.4.2, 8.6, 8.5.1)
- ❖ Organization's Quality Manual
- ❖ Control of Externally Provided Processes, Products and Services Procedure (Clause 8.4)
- ❖ Control of Nonconforming Outputs Procedure
- ❖ Supplier Quality Management Procedure
- ❖ Document Control Procedure
- ❖ Record Control Procedure
- ❖ Inspection and Testing Procedure

4. Definitions

Term	Definition
Incoming Inspection	The process of verifying the quality and conformity of purchased materials or products upon receipt from suppliers, prior to acceptance and use.
Incoming Material	Any item received from a supplier that will be used in the organization's operations, including raw materials, components, and sub-assemblies.
Inspection Criteria	The documented requirements, specifications, standards, or acceptance criteria against which incoming items are evaluated.
Nonconforming Incoming Material	Material that does not meet specified requirements and is therefore rejected or subjected to corrective action.
Supplier	Any external organization or individual providing products, materials, or services to the organization.
Quality Control Inspector / Receiver	The person responsible for performing the incoming inspection activities.

5. Responsibilities

Role	Responsibility
Procurement / Purchasing	Ensures that purchase orders specify quality requirements, inspection needs, and applicable standards. Notifies QA or receiving when materials arrive.
Receiving / Warehouse	Receives incoming items, checks quantity and general condition, and holds items for inspection until cleared.
Quality Assurance / Incoming Inspector	Performs or coordinates the inspection of incoming materials against defined criteria, documents results, and determines acceptance or rejection.
Supplier Quality Engineer	Supports evaluation of supplier performance and trends related to incoming nonconformities.
Production / Planning	Ensures that only inspected and released materials are used in production.

Role	Responsibility
Management Representative	Ensures that incoming inspection activities support the effectiveness of the QMS and compliance with ISO 9001 requirements.

6. Incoming Inspection Requirements (ISO 9001:2015 Clause 8.6, 8.4.2)

6.1 General Requirements

The organization shall ensure that:

- ❖ All incoming materials and products that can affect final product quality are subject to appropriate verification activities, which may include inspection, testing, or review of supplier documentation.
- ❖ Verification is performed before materials are released for use or production.

The extent of incoming inspection is based on:

- ❖ Supplier performance and history
- ❖ Criticality of the material or part
- ❖ Risk of nonconformance
- ❖ Regulatory or customer requirements
- ❖ Type of control applied at the supplier (e.g., supplier certification, previous inspection data)

Where full incoming inspection is not performed (e.g., based on supplier approval or previous data), alternative methods such as supplier quality agreements, certificates of conformity, or audit results may be used — but must be justified and approved.

7. Incoming Inspection Process

7.1 Receipt of Materials

Upon receipt, Receiving personnel:

- ❖ Verify quantity against the purchase order
- ❖ Check for visible damage, correct labeling, and proper packaging
- ❖ Hold the items in a designated quarantine or inspection area until inspection is completed

7.2 Review of Documentation

The following supplier-provided documentation may be reviewed as part of incoming inspection:

- ❖ Certificates of Conformity (CoC)
- ❖ Material test reports (MTRs)
- ❖ Inspection records
- ❖ Calibration or process certifications

If such documentation is acceptable per risk assessment and supplier performance, physical inspection may be reduced or waived (with approval).

7.3 Inspection Activities

Inspection may include, as applicable:

- ❖ Visual inspection for damage, correct part numbers, color, finish, or labeling
- ❖ Dimensional checks using measuring tools (e.g., calipers, micrometers)
- ❖ Functional checks (where applicable)
- ❖ Material verification (e.g., checking grades, hardness, or composition)
- ❖ Comparisons to approved samples or specifications
- ❖ Review of batch/lot numbers and traceability
- ❖ Testing per defined sampling plans or inspection criteria

The specific inspection criteria are defined in:

- ❖ Inspection Plans
- ❖ Control Plans
- ❖ Product Specifications
- ❖ Purchase Order Requirements
- ❖ Approved Drawings or Standards

7.4 Inspection Decision

After inspection, a decision is made and documented as:

- ❖ Accepted – material conforms and is released for use

- ❖ Rejected – material does not conform and is quarantined or returned
 - ❖ Conditional Acceptance / Segregation – for further review, re-inspection, or rework
- All decisions are based on defined acceptance criteria and are documented in the Incoming Inspection Record.

8. Nonconforming Incoming Materials

- ❖ Materials that fail inspection are:
- ❖ Clearly labeled as “Nonconforming” or “Rejected”
- ❖ Segregated from conforming stock
- ❖ Recorded in the Nonconforming Material Report or log

Actions may include:

- ❖ Return to supplier
- ❖ Quarantine for further investigation
- ❖ Rework (if authorized)
- ❖ Use of alternate material (subject to approval)
- ❖ A root cause analysis and follow-up with the supplier may be initiated for recurring issues

9. Documentation and Recordkeeping

The following records are maintained as part of the Incoming Inspection process:

- ❖ Incoming Inspection Records (including results, inspector name, date, and acceptance status)
- ❖ Inspection Checklists or Forms
- ❖ Certificates of Conformity and supplier documentation
- ❖ Nonconforming Material Reports
- ❖ Material Receipt and Quarantine Logs
- ❖ Sampling Plans and Inspection Criteria (if not included in other documents)

Records are:

- ❖ Retained per the Controlled Record Retention Policy
- ❖ Stored in a controlled and organized manner (paper or digital)
- ❖ Available for audits, supplier reviews, and quality analysis

10. Supplier Performance and Continuous Improvement

Incoming inspection data is used to monitor supplier quality performance

Trends in nonconformities are analyzed to:

- ❖ Identify underperforming suppliers
- ❖ Drive corrective actions or supplier development
- ❖ Justify changes in inspection levels (e.g., reduced inspection for high-performing suppliers)

Supplier quality metrics may include:

- ❖ % of incoming lots rejected
- ❖ % of nonconformities by supplier or part type
- ❖ Timeliness of corrective actions

11. Compliance with ISO 9001:2015

This procedure supports compliance with the following ISO 9001:2015 clauses:

- ❖ Clause 8.4.2 – Control of externally provided products and services (requirements for verification of incoming goods)
- ❖ Clause 8.6 – Release of products and services (ensuring only conforming materials enter production)
- ❖ Clause 10.2 – Nonconformity and corrective action (addressing incoming nonconformities)
- ❖ Clause 8.5.1 – Control of production and service provision (ensuring quality inputs)

12. Conclusion

Incoming Inspections are a vital control in the Quality Management System to ensure that all externally sourced materials and products meet quality, safety, and regulatory requirements before they are used in production or service delivery. By implementing a structured and risk-based incoming inspection process, supported by clear documentation, trained personnel, and supplier collaboration, the organization ensures product integrity, reduces quality risk, and enhances customer satisfaction — in full alignment with ISO 9001:2015.

13. Revision History of This Document

Rev No.	Date	Revised By	Approved By	Description
v1.0	2025-10-29	John Wang	Janice Lee	Initial release of ISO 9001 Documentation - Incoming Inspections

Note: All controlled documents must be accessed through authenticated and approved channels. Employees must notify QA/Document Control in case they identify outdated or conflicting versions.

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