MPS 6 – Quality Assurance and Process Integrity

Category: Process Integrity

Tags: process integrity, quality assurance, procurement controls, behavioral compliance, change management, anomaly detection, loss prevention, sabotage risk, continuous improvement

Description: Minimum Performance Standard for Quality Assurance and Process Integrity. Defines the intent, required actions, and guidance for establishing reliable, auditable processes across all operational domains — including procurement, HR, manufacturing, logistics, and finance. This MPS promotes loss prevention, anomaly detection, and continuous improvement through structured process design, control gap analysis, behavioral compliance, and change management.

Assessment Criteria (Structured)

1. 1.

Requirement: Key business processes must be mapped and documented, including inputs, outputs, decision points, and control owners.

Evidence: Approved process maps for core functions such as procurement, onboarding, payroll, manufacturing, and logistics.

2. 2.

Requirement: Control gaps must be identified and classified using historical losses, audits, feedback, and testing.

Evidence: Documented gap analyses and control failure classifications.

3. 3.

Requirement: Quality assurance mechanisms must be implemented to verify compliance with intended process flows.

Evidence: Checklists, approval logs, exception reports, and spot-check records.

4. 4.

Requirement: Behavior-based compliance monitoring must be used to detect informal workarounds and SOP deviations.

Evidence: Observational compliance reports, incident logs, and escalation records.

5. 5.

Requirement: Formal change management protocols must govern updates to systems, processes, and procedures.

Evidence: Change request forms, approval workflows, and user communication logs.

6. 6.

Requirement: Anomaly detection systems must monitor for process bypasses, manipulation, and output deviations.

Evidence: System alerts, anomaly reports, and monitoring dashboards.

7. 7.

Requirement: Preventative and loss mitigation measures must be documented and monitored.

Evidence: Trigger thresholds, early warning indicators, and access control reviews.

8. 8.

Requirement: Independent internal QA audits or reviews must be conducted periodically.

Evidence: QA audit reports, corrective action plans, and adherence assessments.

9. 9.

Requirement: Line managers and process owners must be trained to detect control failures and drive remediation.

Evidence: Training logs, session materials, and feedback forms.

10. 10.

Requirement: A central repository must store all process maps and QA documentation in an accessible format.

Evidence: Centralized library with indexed process maps, SOPs, and QA standards.