**Quality Management Plan**

**Green Leaf Medical Delivery Business**

**Introduction**

The **Quality Management Plan (QMP)** outlines the approach, processes, and responsibilities for ensuring high-quality standards in the **Green Leaf Medical Delivery Business**. This plan covers **product quality, process quality, and regulatory compliance** to maintain customer satisfaction and legal adherence.

The purpose of this plan is to:

* Define **quality objectives** for the business.
* Establish **quality assurance and quality control processes**.
* Identify **quality measurement metrics**.
* Ensure **regulatory compliance** and industry best practices.

**Quality Management Approach**

The **quality management approach** for the Green Leaf Medical Delivery Business ensures that quality is **proactively planned** to avoid inefficiencies, delays, and compliance risks. The project will adopt an **integrated quality framework** focusing on:

**Product Quality**

* All deliveries must meet **safe handling, secure packaging, and timely delivery standards**.
* Products will be sourced **only from licensed medical dispensaries** to ensure compliance with medical marijuana regulations.

**Process Quality**

* **Optimized delivery routes** for efficiency and speed.
* **Real-time tracking and reporting** through a digital platform.
* **Quality monitoring of drivers** through periodic training and audits.

**Continuous Quality Improvement**

* Regularly **review customer feedback** to improve service quality.
* Monitor **delivery accuracy and timing metrics**.
* Ensure **compliance with evolving medical marijuana regulations**.

**Quality Requirements / Standards**

The **quality standards** for the Green Leaf Medical Delivery Business include both **product and process compliance**.

**Product Quality Requirements**

* **Medical marijuana packaging** must comply with state/federal regulations.
* **Secure transport standards** to prevent tampering or theft.
* **Temperature-controlled deliveries** for specific product requirements.
* **Customer verification upon delivery** to ensure legal compliance.

**Process Quality Requirements**

* **Delivery time should not exceed 60 minutes** from order confirmation.
* **99% accuracy in order fulfillment** (correct product and quantity).
* **Compliance checks** at every stage of delivery (dispensary to customer).
* **Fleet maintenance schedule** for vehicle efficiency and reliability.

**Quality Assurance**

Quality assurance ensures that all **processes meet predefined quality standards**. The **Quality Manager** will oversee the following:

**Quality Assurance Activities**

* **Supplier Audits** – Monthly compliance checks for dispensary partnerships.
* **Driver Training Programs** – Regular training on legal compliance and safe handling.
* **Process Audits** – Periodic reviews of **delivery operations and technology systems**.
* **Compliance Reviews** – Legal and regulatory audits to ensure **full adherence to laws**.

**Key Quality Metrics**

| **Metric** | **Target** | **Frequency** | **Responsible Party** |
| --- | --- | --- | --- |
| Delivery Time | ≤ 60 minutes | Weekly | Operations Manager |
| Order Accuracy | 99%+ | Weekly | Quality Team |
| Compliance Checks | 100% adherence | Monthly | Compliance Officer |
| Customer Satisfaction | ≥ 85% | Quarterly | Customer Support |

**Quality Control**

Quality control involves **monitoring and recording** the results of quality activities. **The Quality Control Team** will perform:

* **Daily checks on order accuracy** and delivery time.
* **GPS tracking audits** to ensure **route efficiency**.
* **Incident reporting system** for **product mishandling or compliance breaches**.
* **Randomized quality checks** for **packaging integrity and safety**.

**Corrective Actions**

If a quality issue is detected, the following corrective actions will be taken:

* **Immediate retraining** for responsible employees.
* **Process adjustments** to optimize **delivery routes and accuracy**.
* **Supplier reassessment** if a dispensary is found to be non-compliant.

**Quality Control Measurements**

A **Quality Control Log** will be maintained to track compliance with quality standards.

**Quality Assurance Log**

| **Trial #** | **Date** | **Process Measured** | **Required Value** | **Actual Measured** | **Acceptable? (Y/N)** | **Action Taken** |
| --- | --- | --- | --- | --- | --- | --- |
| 001 | MM/DD/YYYY | Delivery Time | ≤ 60 minutes | 62 minutes | N | Route Optimization |
| 002 | MM/DD/YYYY | Order Accuracy | 99% | 97% | N | Staff Retraining |
| 003 | MM/DD/YYYY | Compliance Check | 100% | 100% | Y | N/A |

**Quality Control Log**

| **Delivery #** | **Date** | **Item Measured** | **Required Value** | **Actual Measured** | **Acceptable? (Y/N)** | **Action Taken** |
| --- | --- | --- | --- | --- | --- | --- |
| 1001 | MM/DD/YYYY | Packaging Integrity | 100% | 98% | N | Adjust Packing Process |
| 1002 | MM/DD/YYYY | Customer Verification | 100% | 100% | Y | N/A |
| 1003 | MM/DD/YYYY | GPS Tracking Accuracy | 95%+ | 96% | Y | N/A |