








Operation/Task:	Second Set of Eyes procedure			Equipment:	N/A
Owner:	Finishing Manager	Date Created:	4/9/2015	Department:	Finishing
		Revision History:	See last page		

ALERTS (see below): Critical Step  Quality Check  Tip  Team Safety 

Purpose: This SOP/work instruction documents procedures for Second Set of Eyes procedure.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1		See SOP FINISHING000 for all general finishing procedures	<ul style="list-style-type: none"> Purge work area of last job components. 	Prevents co-mingling.
2		After you have the job set up accurately, seek out someone to check your work	<ul style="list-style-type: none"> You must then obtain a Second Set of Eyes okay from Manager, lead or qualified personnel before you can proceed. Supply the person okaying your work with the proof or sample and job ticket. 	You may have missed something during set-up and having another person check will help prevent rework.
3		Quality check the work	<ul style="list-style-type: none"> Individual okaying the setup is to review the Job Ticket for job instructions. No job shall be checked without Job Ticket, final approved proof or sample. If job ticket indicates PHI or SPII, follow SOP-QS001 in conjunction with this SOP. Look for any discrepancies in craftsmanship and how the job is being processed. Examples - different versions, drilling, business card slits, scores, perf's, perf styles, different stocks, fold type, crop marks, marks in image, print quality, outside service functions If unhappy with the quality, request improvements and do SSOE process over again. 	This step is very important to support operators in doing a high quality job. When mistakes can be caught before a function is performed, it reduces rework and improves the overall customer experience.
4		Record SSOE is complete	<ul style="list-style-type: none"> Once the individual okaying the setup is confident that all criteria has been met, a Second Set of Eyes tag (FIN014) is to be completed and affixed to the piece and placed in the designated area. 	So there is documentation that this quality step was performed and by whom in case issues arise.

5	<input checked="" type="checkbox"/>	Run job	<ul style="list-style-type: none"> The rest of the product should look like the signed off sheet. The operator is responsible for the quality of their process. Press bounce on the press, inconsistent cutting sizes, folding, perfining, stitching etc. can cause problems, stop the process and tell the Manager or lead of the problem. The decision can then be made whether or not to continue on with the job (per 8.3 Control of Nonconforming Product). The operator must determine the proper process speed and setup time that is needed to provide good quality work. 	The entire run should be consistently high quality.
6		Storage / Retention	<ul style="list-style-type: none"> SSOE pieces are to be placed in appropriate bin for the specified machine and current month. SSOE pieces are maintained for the 2 (two) months prior to current month for reference. Previous month SSOE pieces are stored in a designated location. 	If pulls are needed for troubleshooting issues, they need to be easy to find

Notes

If a quality concern is found follow Non-conforming Product SOP (NCP001).

Definitions:

Revision History	Description of Changes	Requested by	Date
Rev 1	Revised SOP to new format from Finishing SOP 04/14	Troy Bauer	4/9/15
Rev 2	Added Revision History table	Troy Bauer	8/1/16
Rev 3	Process did not change, verbiage made clearer.	Kathy Osterberg	6/18
Rev 4	Added step 6 to clarify storage and retention of pieces	Kathy Osterberg	5/19
Rev 5	Updated to current SOP format; branding updates: font, company name; grammar updates; Manager review – no changes	Kevin Washington Tom Wall	5/21
Rev 6	Added verbiage to Step 1 How To Do It and Why to Do It	Jeff Storeby	6/24/25