SOP Reference #: PUR010

Operation/Task:	**Quality/Continuity Pulls**			Equipment:	**Outside Service Printing/Finishing/Mailing Operations**
Owner:	**Purchasing Manager**	**Date Created:**	1/20/16	**Department:**	Manufacturing Support
		Revision History:	See last page		

ALERTS (see below):   Critical Step ◆   Quality Check ☑   Tip ☺   Team Safety ✚

Purpose: This SOP/work instruction describes the process of frequency of making continuity pull.

Step #	Alerts	Step Description - "What to Do"	"How to Do it"	"Why to Do it"
1	◆ ☑	Quality Checks	Check work performed to make sure no quality imperfections affect the job. Quality of work performed is the responsibility of the company providing the service including any materials provided for the project. This also is true of how the materials are prepared for transport and instances of the shipping being part of the service requested.	To ensure quality product is delivered to ENPOINTE from its providers.
2	◆ ☑	Continuity Pulls are to be pulled at specified intervals during production run.	The pulled sample should be how the whole job should look. The vendor operator is responsible for the quality of their process. Stop the process and inform the buyer of the problem. The decision can then be made whether or not to continue on with the job (per ISO 8.3 Control of Non-Conforming Product).	This procedure is looking for any discrepancies in craftsmanship or machine failure and how the job is being processed.
3	◆ ☑	Digital Printing	**Minimum First, Middle and Last sheet will be pulled.** Any job longer than 30 minutes will have a sheet pulled **every 30 minutes** throughout the run.	To ensure being able to check consistency throughout the operation.
4	◆ ☑	Sheetfed/Screen Printing	**Minimum First, Middle and Last sheet will be pulled**. **1-10,000 quantity**=a continuity at 500 and every 2,000 sheets after. **10,001 and up**=a continuity at 500 and every 3,000 sheets after.	To ensure being able to check consistency throughout the operation.
5	◆ ☑	Web/Label Printing	**Minimum First, Middle and Last sheet will be pulled.** Any job longer than 30 minutes will have a sheet pulled **every 30 minutes** throughout the run.	To ensure being able to check consistency throughout the operation.
6	◆ ☑	Finishing	**Minimum First, Middle and Last piece will be pulled.** **5,000-10,000 quantity**-a continuity pull is to be performed in 2,500 increments. **10,001-50,001 quantity**-a continuity pull is to be performed in 5,000 increments. **50,001 and up**=a continuity pull is to be performed in 10,000 increments.	To ensure being able to check consistency throughout the operation.

#		Item	Description	Reason
7	◆ ☑	Mailing (Laser, Inkjet or Insert)	**Minimum First, Middle and Last piece will be pulled.** Jobs longer than one shift will be required to pull at least 3 pulls (first, middle, last) In addition to the continuity pulls please have the operator check one mail piece per hour during the run for Q.C. standards. Record the cell (if applicable), sequence number/name, Operator initials*. ENPOINTE has an existing form (MAIL57) "Lettershop Quality Control Procedure" that can be sent upon request. *These pieces do not get removed from the mailing and are put back into the run.	To ensure being able to check consistency throughout the operation.
8	◆ ☑	Mailing (Seeds)	A list (usually on a pink sheet) of seeds will be provided indicating record number and tray number of the record to be checked. Review the seed to ensure that no defects are evident.	To check the customers mailed piece is the best it can be prior to mailing.
9	◆ ☑	Mailing (Name Match or No Waste Jobs)	**Minimum First, Middle and Last piece will be copied.** **1,001 and up=**a continuity copy must be made every 500 pieces. The copy must show each personalized component in the package (i.e. fan the inserts out).	Since the pieces cannot be removed from the mailing a copy needs to be made to document continuity information. To ensure being able to check consistency throughout the operation.
10	◆	A Continuity Pull Label is to be placed on each piece.	Create a small label that would contain at minimum: ENPOINTE Companies PO Number, Job Number, Qty/Time, Date, Operator and Machine. A sample of ENPOINTE Companies existing form (FIN016) "Continuity Pulls Labels" can be sent upon request as an example.	To be able to track a defective piece back to an operator, machine and what part of the run was in question.
11		Do Continuity Pulls for each step in a multiple process job.	Follow the continuity pull requirements listed above for each process that is being performed	To be able to track a defective piece back to an operator, machine and what part of the run was in question.
12	☺	Continuity pulls that are removed are not to be included in final count.	Subtract the number of continuity pulls that have been made from the final shipping counts	To ensure enough product has been produced to make count on the project.
13		Continuity Pulls are maintained for two months prior to current month for reference and available to ENPOINTE upon request.	Store the continuity pulls in a safe manner to prevent damage and be able to access them on short notice. Ship to ENPOINTE upon request.	To allow quality to be checked if a question arises during the manufacturing process or after the job has shipped.

Notes:
If a quality concern is found on supplied product or during the operation being performed please notify buyer listed on the purchase order.

Definitions:

Continuity Pull– Process of removing a sample representing the work being performed during and outside service provider print and/or finishing operations.
Seed–Record inserted into the mail list that is mailed to someone that will be inspecting the work and making sure the mailed piece was done properly.

Revision History	Description of Changes	Requested by	Date

Rev 1	Revised SOP to new format	Rick Hamann	1/20/16
Rev 2	Added Revision History table	Rick Hamann	8/1/16
Rev 3	Added Quality Check step	Rick Hamann	1/15/18
Rev 4	Updated to current SOP format; branding updates: font, company name; Manager review – no changes	Rick Hamann	4/21

Rev. Date 4/20