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## QUALITY ASSURANCE PLAN TEMPLATE

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### ACCORDING TO CNBC'S REPORT

the CEO of Happy Returns revealed that customers return 5 to 10 percent of in-store purchases.



**5-10%**

in-store purchases returned

Unfortunately, the numbers are higher for online stores. About 15 to 40 percent of buyers return the products they purchase online.



One of the factors contributing to this is failing to meet the customer's standards with regard to the quality of the product.

**25%**

of returns thrown away



Moreover, the CEO of Optoro said that retailers throw away more than 25% of these returned goods.

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# INTERNAL AUDIT QUALITY

DEVELOPING A  
QUALITY ASSURANCE  
AND IMPROVEMENT  
PROGRAM

Sally-Anne Pitt

WILEY



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