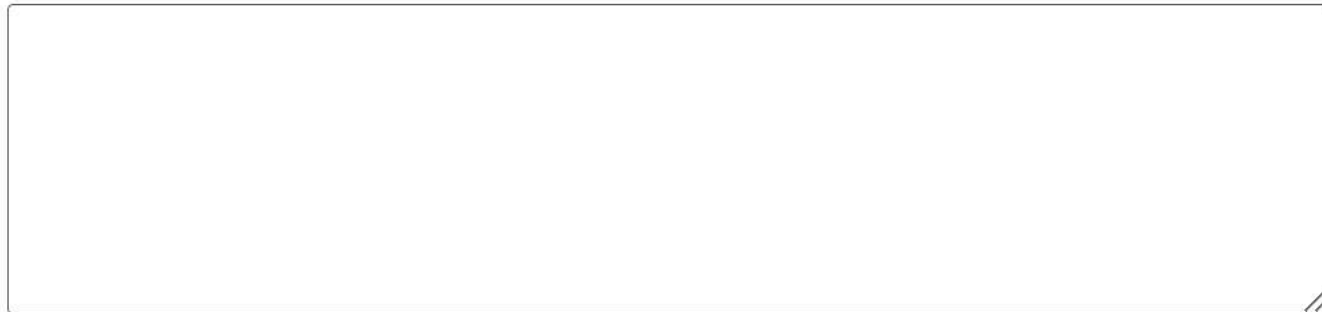


Section 2: Quality Assurance SOP

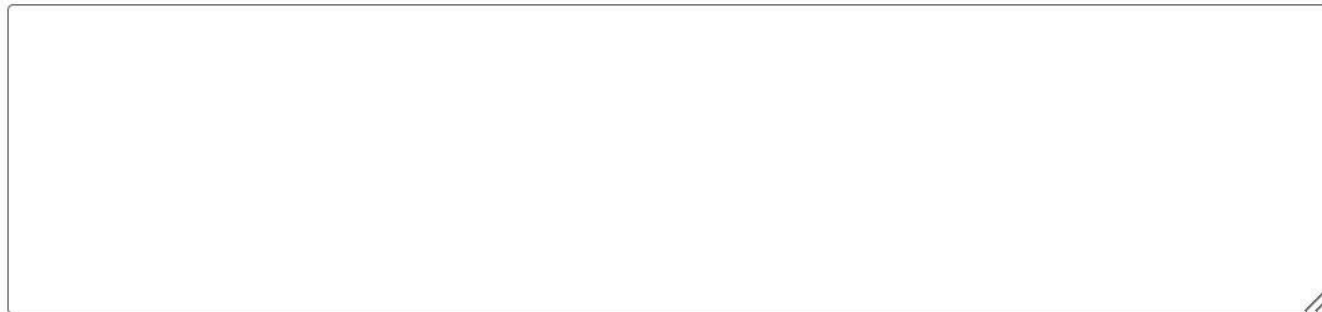
Required fields are marked with an asterisk ().*

Describe specific procedures for how your business will ensure the safe and sanitary storage of regulated products in a controlled environment that is used *only* for the storage of regulated products.*

A large, empty rectangular text box with a thin black border, intended for describing storage procedures. A small icon of a pencil and eraser is located in the bottom right corner.

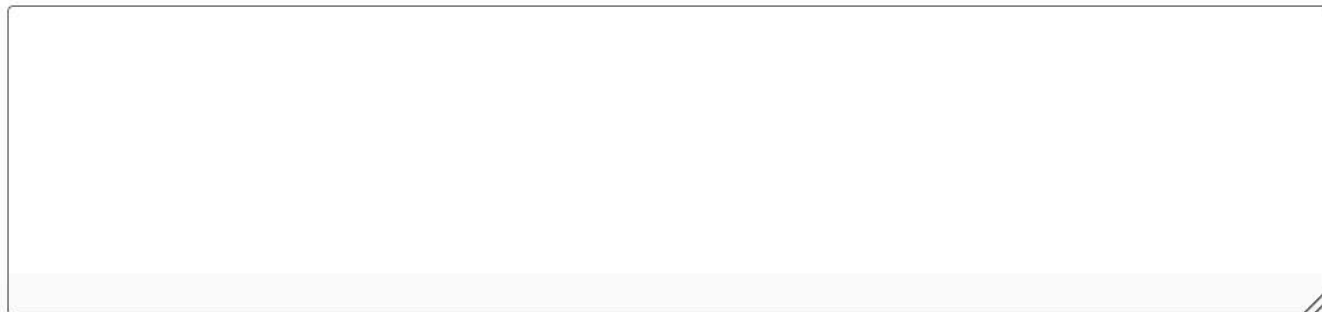
[Minn. Stat. Sec. 342.27, subd. 8(b); Minn. Admin. R. 9810.1104; Minn. Admin. R. 9810.1100, subp. 2(A)(5)]

Describe specific procedures for how your business will manage proper segregation and disposal of a regulated product that is damaged, contaminated, or expired.*

A large, empty rectangular text box with a thin black border, intended for describing segregation and disposal procedures. A small icon of a pencil and eraser is located in the bottom right corner.

[Minn. Stat. Sec. 342.23, subd. 3; Minn. Admin. R. 9810.1101, subp. 2; Minn. Admin. R. 9810.1200]

Describe specific procedures for how your business will manage proper segregation and disposal of product that is the subject of a recall.*

A large, empty rectangular text box with a thin black border, intended for describing recall procedures. A small icon of a pencil and eraser is located in the bottom right corner.

[Minn. Stat. Sec. 342.23, subd. 3; Minn. Admin. R. 9810.1101, subp. 2; Minn. Admin. R. 9810.1200]

Describe the specific product recall response procedures your business will take if required, in response to a manufacturer or office-ordered recall.*

[Minn. Admin. R. 9810.1101; Minn. Stat. Sec. 342.27, subd. 6(1)]

Describe specific procedures for how your business will ensure consistent and accurate use of the statewide tracking system for inventory management and discrepancies, sales data, waste tracking, and theft/loss reporting.*

[Minn. Admin. R. 9810.1101; Minn. Stat. Sec. 342.27, subd. 6(1)]

Describe specific procedures for how your business will manage cannabis waste storage.*

[Minn. Stat. Sec. 342.24, subd. 5; Minn. Admin. R. 9810.1104, subp. 5; Minn. Admin. R. 9810.1200, subp. 1(A)(2)-(3); Minn. Admin. R. 9810.1302, subp. 3]

Describe specific procedures for how your business will manage cannabis waste disposal.*

Describe specific procedures for how your business will manage cannabis waste disposal.*

[Minn. Stat. Sec. 342.24, subd. 5; Minn. Admin. R. 9810.1104, subp. 5; Minn. Admin. R. 9810.1200, subp. 1(A)(2)-(3); Minn. Admin. R. 9810.1302, subp. 3]

Describe specific procedures for how your business will manage cannabis waste tracking and entry into the statewide tracking system.*

[Minn. Stat. Sec. 342.24, subd. 5; Minn. Admin. R. 9810.1104, subp. 5; Minn. Admin. R. 9810.1200, subp. 1(A)(2)-(3); Minn. Admin. R. 9810.1302, subp. 3]

Describe your annual training plan for management and employees.*

[Minn. Stat. Sec. 342.14, subd. 1(a)(11); Minn. Stat. Sec. 342.14, subd. 1(c)(2); Minn. Stat. Sec. 342.18, subd. 3(a)(2); Minn. Admin. R. 9810.1100, subp. 2(A)(2); Minn. Admin. R. 9810.1102, subp. 2]

Describe the specific procedures your business will use to manage the receipt of customer complaints.*

Describe the specific procedures your business will use to manage the documentation of complaints received.*

Describe the specific procedures your business will use to manage the investigation and resolution of complaints.*

Describe the specific procedures your business will use to manage the protocol for tracking recurring issues, notifying regulatory authorities if required, and implementing corrective actions to prevent future occurrences.*

Section 2A: Quality Assurance for Retail Operations

Required fields are marked with an asterisk ().*

Describe the specific point-of-sale system your business will use to integrate with the statewide tracking system during retail operations.*

[Minn. Admin. R. 9810.2502, subp. 2]

Describe the specific procedures your business will use to confirm an individual is at least 21 years of age before initiating a sale, if not a medical patient.*

[Minn. Stat. Sec. 342.27, subd. 2(a); Minn. Admin. R. 9810.2502, subp. 2(A); Minn. Admin. R. 9810.2501, subp. 2]

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