

# Tour Quality Control & Audit

Travel & Tourism

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This guide explains what the tool produces, how to use the output, and what to watch for. The actual output (draft/report) is generated on the tool page.

## Background

Builds a tour quality-control and audit system — pre-departure checks, on-tour quality touchpoints, supplier and guide audits, guest-feedback scoring and corrective loops — so the delivered experience matches what you sold. Use it to protect quality and reviews. For complaints use the Customer Service & Complaint SOP.

## Purpose of this tool & output

Keep delivery matching the promise

## How the output is used

Use it to keep delivery matching the promise — a tour quality control and audit approach across checkpoints and feedback.

## Important cautions

Verify inclusions match what was sold before departure; the gap between promise and delivery drives most complaints.

## Companion documents

- Supplier / Vendor Management SOP
- Hotel Rate Contracting & Allotment
- Transport & Coach Vendor Management
- Tour File & Voucher Management System
- Supplier Payment & Reconciliation SOP
- Peak-Season Operations Plan

This is AI-assisted guidance. Verify with a qualified professional before any binding decision. Fees, authorities and processes vary by state and change over time — confirm with your state authority.