SCOPE

This procedure is established to describe the system used within the company for the control of all goods being received and their subsequent movement to storage / production. It is used in conjunction with the individual sub procedures, which show the relevant information necessary.

RESPONSIBILITIES

It is the responsibility of the Managing Director, to ensure that the contents of this procedure, and related procedures, are adhered to.

It is the responsibility of the goods-in operative and office staff to ensure that the procedure is complied with.

PROCEDURE

RECEIVING IN

On arrival, packages are counted and signed for, then placed with the delivery documentation in the Goods Inwards area.
The number of boxes must be counted. All incoming goods should be visually checked for damage before signing. If there is any damage to the box the contents should be checked and photos taken, then brought to the attention of the courier, ensuring that they record the damage on there system and/or paperwork.

When receipting of goods from a suppliers and / or customers, the Goods in Book in Intrastats is filled in, VM3COP29.08, VM3COP29.09, as per the procedure.

Goods arriving without the correct documentation will be put on Hold until they can be fully identified. When no delivery note is present a copy of any courier paperwork should be taken, if none is available use the POR, always make sure a record is kept specifying the number of boxes present and any part shipments.

The incoming goods are then placed in goods in awaiting processing these are worked on, on a first in first out basis.

The next delivery to work on is opened carefully to ensure no damage to the goods.
Then unpacked and counted, at this time goods are checked against the supplier delivery documentation, the requirements of the Viamed Purchase Order (POR) and assess them for damage. If correct, each item is ticked off, on the Delivery Note and the Purchase Order. Supplier paperwork is stamped as received, dated and initialled.

Any lot or batch numbers, or dates is noted so that when booking in to Intrastats they can be included.

The maximum time from receipt to completion should be two working days.
Completed Delivery Note must be stapled to the POR and filed in the Delivery Note file. If the POR is not complete the Delivery Note should attached to the POR and be filed in the Purchase Order file until the balance is received.

BARCODED

Once it is confirmed that the quantities and types are correct to our POR and the supplier paperwork, these can be booked in to the accounts package against the Purchase order POR, on the correct supplier.

Now they can be booked in to, the goods in barcode tracking system, in Intrastats. Any Memos, in Intrastats stock book, should be adhered to. At this time any lot or batch numbers, expiry or manufacture dates are included. These goods are booked in to the awaiting QA shelves, if they require testing or further labelling. Or if no further work on them is required the barcodes are linked to the stock shelves they are to be stored on, and the barcodes fixed neatly to the products.

INSPECTION / TESTING

Depending on the product, a simple specification test or a comprehensive specification/safety check is carried out, by goods in or the QA Department, on each item. Intrastats or associated VM3COP contains the QA check-list for items, Stock / QA Stock.
The equipment to be used and the accept/reject criteria are set out for each check on Intrastats. When required the manufacturers full specification is used and recorded as the check-list on Intrastats.
Whilst in QA/Workshop/Stock Processing prescribed adaptors/cables and labels etc, are added as required.

All products will be subject to correct QA procedures before release.

Items that have any queries are placed on hold with an Issue generated and placed on a hold shelf. The Issue number is to be written on the hold label, which is dated and initialled.

GENERAL

Paperwork that comes in with the products is all kept together, including courier paperwork, supplier delivery notes and our purchase order POR. Once the goods are processed the paperwork is fastened together and filed in the delivery notes file.

RETURNS and REPAIRS

Returns and repairs are processed through Intrastats Customer Repairs System (SRS). This is where we give the SRS number to be included with a return. We take as many details as we can, so that when something is received we can easily identify it.
If an item comes in without one, one is generated and the details are filled in at the goods in stage. As much detail is included on the SRS as possible, contact details, details of the return and faults etc.

Repairs are processed as per VOP 09 Repairs External and Internal Repairs. Returns are processed as per VOP 05 Supplier Control, Supplier Review, Purchase Orders, Supplier Returns.

All items coming in, that relate to the companies, are recorded in the goods in book and all stock is barcoded. Traceability of our products in the building and out, with the customer is key to the smooth running of the company.

Where product is received and requires inspection, then it will be placed in the quarantine area, and QA informed so that the relevant inspections / tests can be performed. This is not part of the stock areas and therefore will not contaminate the barcoded stock control system.

Where goods have been received and found to be incorrect then they will be quarantined and dealt with, as per the relevant section stipulated in the non-conformity procedure VOP 10 Non Conformance, Corrective and Preventive Actions .