

VOP			
Viamed Operating sub Process			
<u>Picking and Packing Dispatch and Goods Out</u>			
Created:	27/03/06	VOP 22	Issue 1
:		Viamed Ltd ISO13485:2016: 7.5.1 VST Ltd ISO9001:2015: 8.5.1, 8.6	Page 1 of 2
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SCOPE

This procedure is established to describe the system used within the company for the control of order picking and product packaging through to final delivery. 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.

PROCEDURE

Picking Packing and despatch describes the process by which the correct goods and quantities, are located within the warehouse, picked and despatched from the building. These are sales orders, sale repairs, returns to supplier, exhibition items and demonstration goods.

The sales orders ORD are picked through the Active List (VM3COP03.03). This is a list that shows the next ORD to be picked. It incorporates the sales orders VOP 03 (VOP03) Contract Review, the priority of the order, VM3COP03.01, and the time it was processed. This way all orders are picked on a first come first served basis. Repairs are also included in the Active List. Any special requirements or memos are included in the Active List so they are available to the goods out department on commencement of picking.

Sales order goods are scanned in to Intrastats to an ORD Sales orders (customer order) where the system will only allow the correct goods and quantities to be scanned. It will also not allow picking if the goods are not ready for sale. For example, goods that have arrived in and are awaiting QA or goods that are on hold.

Once picked the order can be delivered and invoiced in the accounts package and then prepared for dispatch.

The goods out member of staff will ensure that the order has been safely wrapped and packaged in an appropriate envelope, box, carton, pallet etc., and that they are secure so as not to open during transit. The delivery note is attached to the appropriate package, together with any other relevant shipping documents,

The goods out member of staff will then ensure that the final packaged product is forwarded to the correct relevant area for courier pickup.

Goods out are responsible for the couriers, primarily we use Royal Mail and a courier to collect and ship our sales orders. Customers also arrange their own couriers to collect.

It is the responsibility of goods out to ensure the correct paperwork has been processed and is available, and the requirements for shipping have been satisfied.

Repairs are processed in a similar fashion but these are check before despatch by goods out staff. Once ready they are shipped as per ORD Sales orders.

Returns to supplier are taken from the correct ducket and an RMA number is requested from the supplier. A report of the items being returned and the reasons are also supplied. Once approved by the supplier these are scanned to the return and shipped as per ORD Sales orders.

Exhibition stock is picked as a normal sales order ORD, these are then packed and shipped. Other none stock items are included, as per the sales department.

Demonstration stock is processed and shipped as per a sales order ORD.

Goods out is also responsible for franking mail and Royal mail parcels. Royal mail and the courier will pick up the goods after 3pm. So anything that needs to be shipped that day is processed before this time.