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.

OBJECTIVES

It is the Objective of this VOP to demonstrate the handling of Goods entering the company from Customers and Suppliers. Detailing how we handle stock and its acceptance in to the companies systems. Bar coding and QA of stock. Controlling the assessment and traceability of goods that have been sent in by the customer.

PROCEDURE

RECEIVING IN

All products received in will be assessed for contamination, either in the form of a visual check or a review of the originating country, or the shipping method. We are now aware that Pandemics can and do affect us and we will aim to protect our staff. If parcels come in from a country or areas that has incidents of infection, that can be pass on through shipped parcels. We will use gloves and where suitable, masks. Then isolate them and use appropriate and recommended methods to de contaminate them. Before any work or assessment is carried out.
This applies to any parcel received:
Including returns from customers e.g. Hospitals, companies or private buyer. In the UK or from Overseas. Products received back from hospitals will all be treated as if no decontamination certificate has been received. Therefore all such products will be handled with care using disposable gloves and where suitable, masks. Then isolated and the use of appropriate and recommended methods to de contaminate will be used.
This is same for items from Suppliers e.g. purchase orders, samples, returns. Or general incoming post.

Once opened the same process applies, if we have an item that shows evidence of contamination we will proceed as above. The item will be made safe before any work or assessment is carried out.

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 their system and/or paperwork.

When receipting of goods from a suppliers and / or customers, the Deliveries 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 Purchase Order Number, 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 Purchase Order (PVM/PAN/PST) 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 Purchase Order and filed in the Delivery Note file. Purchase order information and delivery status can be found in Intrastats in the Purchase Order header.

BARCODED

Once it is confirmed that the quantities and types are correct to our Purchase Order and the supplier paperwork, these can be booked in to Intrastats against the purchase order.

Now they can be booked in to the goods in barcode tracking system, in Intrastats. Any Memos in the 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. 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, our purchase order and any courier tracking information. Once the goods are processed the paperwork is fastened together and filed in the delivery notes file, in purchase order number order.

RETURNS AND REPAIRS

See VM3COP27.51 Incoming / Goods in Contamination Control before handling returned goods.

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 Deliveries book and all stock is barcoded. Traceability of all our products in the building or out with the customer, is key to the smooth running of the company.

Where products are received and require inspection, then they 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.

Supplier returns will be placed in a designated area and we aim to have Supplier returns processed monthly. Unless the supplier has agreed to allow us to report the failures to them, without returning the products.