

Goods Receiving Report - Damaged Items

Purchase Order: POR12005
Supplier: Nufer Medical AG, Switzerland
Courier: Kuehne & Nagel Ltd
Date Received: 15th January 2019

A single pallet was collected by Kuehne & Nagel Ltd from Nufer Medical in Switzerland containing Purchase Order POR12005 for 24x 0310300 Ceratherm 600-3 radiant warmer head units.

The pallet was received at Viamed on 15/01/19 in a damaged condition: the pallet exhibited clear evidence of having had another pallet stacked on top of it and a number of boxes on the top layer were crushed.



To determine the amount of damage, every radiant warmer was inspected and tested. One radiant warmer was found to have a damaged element, which was snapped in the middle.

A number of units were also found to contain wood-chip debris, providing further evidence of a pallet having been stacked on top.



Analysis

The risk of damage to the element was increased due to the mains power cables being placed on top of the elements, allowing the compressing force to be transferred via the plug directly onto the Ceratherm element.

The pallet was only shrink-wrapped around the sides, allowing the wood-chips to enter the devices when the compressing force caused the box flaps to open inwards.

No anti-stacking measures were employed in the preparation of the pallet.

Recommendations

- 1) Request that Nufer Medical place the mains cable elsewhere in the packaging box, or remove them and ship them in a separate box.
- 2) Request to Nufer Medical that all future palletised shipments are fully shrink-wrapped (which also prevents water damage caused during depot transfers within the delivery chain) and to employ an anti-stacking measure, such as the as the cone illustrated below, or the simple addition of an empty box, positioned off-centre.



- 3) Advise Kuehne & Nagel of the damage caused by pallet-stacking and ask for their comments as to whether this is common practice in their delivery network.