

Standard Operating Procedure

Title: Warehouse - Processing Issues, Returns and Rejects

WAR-025	Warehouse Inventory Management
WAR-020	Dispatch of Goods from Warehouse
WAR-030	Warehouse Locations and Storage Area
EHS-015	Waste Removal Process

EHS Statement

- Flammable solvents should be stored in the relevant Flammable Storage, as soon as they are received from the Warehouse.
- Lifting of heavy boxes should be done in a safe manner. Example: Bend knees, or get help if necessary.
- Ensure that there is nobody inside an opened shelf of the compactus before moving it to the section you require.

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Procedure

1. Issues to Production for a Batch Production Number

- 1.1. Production will request for required components (after consulting the **Bill of Materials** for the specific product code) as needed according to production schedules. Production will issue a **Material Transfer Order Form (Form-055)**, assign a transfer order number in a format of **LX-YYYYYY**.

Where, L = Line

X = Line number

YYYYYY is a consecutive number starting at the beginning of the year from 000001 and ends up in that year.

- 1.2. Fill out the required (Left side of the form) sections and send to warehouse allowing a minimum of four hours or the specified time written on the form between the time of request and the time delivery is required.

There are three (3) areas from which the material can be obtained to fill the production requirements of the components:

- CR COOL ROOM – WAREHOUSE**
- FS FLAMMABLE STORE – WAREHOUSE.**
- BS BULK STORE – WAREHOUSE**

The reject cage will be used only In case of a reject component to store for some time.

RC REJECT CAGE – WAREHOUSE

The Quarantine area will be used only for

- Storing incoming goods up to release by Laboratory

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- 1.3.3. Use the forklift to retrieve the pallet located in the storage bin.
 - 1.4.4. Inspect each material to ensure the information on the goods corresponds to the Material code, Description and Laboratory Batch no. written on the **Transfer Order Form**. Take enough material from the source pallet to at least cover the quantity required for the issue. NEVER undersupply production with materials, unless Production has agreed.
 - 1.4.5. Using a Black marker, write the quantity removed from the source pallet on the "ISSUE" column of the **Bin Sheet (Form-020)**. Then calculate the quantity remaining on the pallet and write the new quantity in the "BALANCE" column of the bin sheet. The updated **Bin sheet** is then placed back onto pallet.
 - 1.4.6. Write down the quantity taken and pallet no. on the **Issue for Production Form (Form-030)** using a Blue or Black pen. Leave the checked section blank for authorised person to check and Initial.
 - 1.4.7. Put the remaining goods back into the original location.
 - 1.4.8. Repeat steps 1.4.1. to 1.4.7. until the **Transfer Order Form** is complete.
 - 1.4.9. Ensure the complete issue is very stable and is not overhanging the slip-sheet or pallet. **Note: Ensure all goods are free of dust and dirt, before sending into production.**
 - 1.4.10. When the requested Issue have been completed for a line, the component assembler (Warehouse Store person) will give a count, write down the source and destination Storage type and Storage bin, Reference GRS number of each material collected from the warehouse GRS filing cabinet. The number of pallets used to complete the issue is also added next to the initials on the **Transfer Orders**.
 - 1.4.11. An "Issue For Production" form (**Form-030**) is fully filled up including the Process Line, Person who requested goods through the **Transfer Order**, Date, Time materials required, Batch Production Number, and the Number of the Pallet/s, (e.g. 1 of 3.).
 - 1.4.12. Every Issue is to be checked by an authorised Store person before delivery into production. The assembler will sign and date at the top section of **TO** and sign in the "Assembled By" section. The "checker" will sign and initial on the "Checked By" section of the **TO** and write a "Y" next to CHECKED on the "Issue for Production Form" with a black marker. The authorized checker will then attach the Issue for Production Form/s on all the pallets involved in the issue.
 - 1.4.13. Place the completed **Transfer Order** into the "Issues to be checked and confirmed" tray. One copy of the **completed Transfer Order** goes with the goods. The original **Transfer Order** will be kept in the warehouse for filing. These MTO will be needed for periodic inventory count. **Issue For Production** form will go with the pallets. **Bin sheet** will stay with the sourced pallet/s.

Note: All raw materials will be dispensed through Intermediate Bulk Containers (IBC) by the Dispensary. (i.e. imported bulk tablets)

2. Issues of Production Consumables (Non Component Goods)

Production consumables are materials that are used in the production process, but not directly with a particular BPN, such as cleaning cloths, sterile latex gloves, cleaning solutions, and many more. Non component goods are transferred to the production according to WAR-005 section 2.2.

3. Materials Return From Production

This is a brief rundown to what Production Operators do for the return of materials:

- 3.1. When returning Material/s from Production to Warehouse (**PW-BS**), or from Production to Interim production area (**PW-IP**), an accurate count of the amount returned should be obtained. Any partial boxes to be returned should carry a 'PARTIAL' sticker.

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- 8.1. Warehouse staff has to pick up a rejected stock for return to supplier from Quarantine area, if the stock is rejected by the laboratory after testing and followed by a decision through a Deviation Report System.
- 8.2. Purchasing team will print and fill up a **Warehouse Information Form (Form-015)**, which will inform the warehouse staff what should happen with the stock (Return or Destroy).
- 8.3. Once the stock has been picked from the Quarantine location, the Component Assembler must check the stock for correct material, batch and quantity and write his name, sign and date. A second warehouse authorised person has to check the stock is correct and write name, sign and date.
- 8.4. For a return decision rejected goods will be sent to supplier's address provided by the form. For a Destroy decision follow EHS-005 for Waste or Reject removal process.
- 8.5. One copy of completed **Warehouse Information Form (Form-015)** will be sent to Purchasing team and the original will be kept in the Warehouse for filing.

9. Rejects – Production Finished Goods

- 9.1. If the finished Goods has come from Production and appeared to be damaged – before coming into the Warehouse – notify that Process Area Manager straight away – as they maybe able to rework the Batch and raise a DR to reflect the situation.
- 9.2. If the damage has happened within the Warehouse area – then raise a DR within warehouse.
- 9.3. Write down the code, BPN and quantity of all items that are to be rejected and have another operator check them to ensure all the damage is recorded.
- 9.4. Firstly the Deviation Report (**DR**) must be completed for each individual product separately being rejected according to SOP **QMS-035**. Please ensure that the Finish Goods being rejected have the correct details i.e. Product code, BPN and pallet number on the **DR**. Note: **DR** details must equal your rejected stock details.
- 9.5. Attach a printed copy of the **DR** to the pallet/s.
- 9.6. Return the pallet/s involved into the Finished Goods Quarantine (QFG) area until a decision will made by QA Management.

10. Summary of Changes

Version #	Revision History
WAR-015	New

End of Procedure