

[Organization logo]

[Organization name]

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WAREHOUSING PROCEDURE

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Change history

Date	Version	Created by	Description of change
	0.1	Advisera	Basic document outline

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1. Purpose, scope and users

The purpose of this Procedure is to describe the process of warehousing and planning warehousing resources. This Procedure applies to warehousing processes within the Quality Management System (QMS).

The warehousing process includes, but is not limited to: storage of raw materials, products, clients' property, nonconforming product and hazardous waste.

This Procedure excludes:

- Storage, transport and handling of medical products
- Temporary storage in case of incidents and emergency situations

Users of this document are [CEO and employees of Warehousing department] of [organization name].

Commented [AES4]: Adapt to the organization's needs.

Commented [AES5]: Write in other exclusions that organization finds appropriate.

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2. Reference documents

- ISO 13485 standard, clauses 6.4.1 and 7.5.11
- Sales Procedure
- Procedure for Production and Service Provision
- Procedure for Control of Nonconforming Products
- [other legal and contractual requirements]

Commented [AES9]: You can find a template for this document in the ISO 13485 & MDR Integrated Documentation Toolkit, folder "08_Sales".

Commented [AES10]: You can find a template for this document in the ISO 13485 & MDR Integrated Documentation Toolkit, folder "12_Production_and_Service_Provision".

Commented [AES11]: You can find a template for this document in the ISO 13485 & MDR Integrated Documentation Toolkit, folder "18_Nonconformities".

3. Planning warehousing resources

3.1. Process flow



3.2. Determining need for warehousing

While determining needs, [job title] looks beyond the basic need of a warehouse to store products and materials. While determining needs, [job title] will consider, as a minimum:

Commented [AES12]: E.g., CEO

- the volume of goods;
- speed of through-put required;
- an area for sorting and consolidating different goods,
- location and amount for receiving and
- available to the extent of a warehouse or other in the supply chain.

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3.3. Warehouse preparation and planning

3.3.1. General storage needs

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[Job title] must keep these requirements in mind during the planning of the main operating areas.

Commented [AES15]: E.g., Warehousing Manager

Planning consideration needs to be given to the following:

- allocating space for each type of product and location number;
- allowing sufficient space for easy access to the stacks for inspecting, loading and unloading—stacks should be [define the distance] from the walls and another meter between stacks;
- the size of goods receipt and dispatch area;
- allowing space for storage of incoming materials and loading
- allowing space for damaged items by unloading trucks
- allowing sufficient space to receive damaged items and subsequent to receive them

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- sufficient free space is needed to operate a warehouse effectively – when planning the size of a warehouse, consider:
 - planning on having about 70-80% utilization of available space,

3.3.2. Special storage needs

[Job title] is responsible for managing storage of goods that require special attention. [Special storage needs of products] are provided by [job title].

3.4. Resource requirement

In addition to the work methods, equipment and space requirements, it is essential that the warehouse is adequately resourced. [Job title] plans or estimates the requirements for people and equipment in order to operate the warehouse facility efficiently.

4. Warehousing management

4.1. Process flow



Commented [AES16]: Adapt to the organization's needs.

Commented [AES17]: Some relief items require special attention in terms of the type and security of the storage area. For example:

- Medical supplies and drug shipments can contain a large number of small, highly valued and, often, restricted items, many with a limited shelf life. Thus, a secure area is required, as well as judicious attention to expiry dates.
- Hazardous products such as fuels, compressed gases, insecticides, alcohol, ether and other flammable, toxic or corrosive substances must be stored separately, preferably in a cool, secure shed in the compound but outside the main warehouse.

Commented [AES18]: Write in the special needs of product

Commented [AES19]: E.g., Warehouse Operator

Commented [AES20]: E.g., Warehousing Manager

The role of warehousing management is to ensure that stock is available to meet the needs of the beneficiaries as and when required.

In order to achieve this, [job title] must ensure a balance between supply and demand by establishing minimum holding stocks to cover lead times. To achieve this, [warehouse manager] must constantly liaise with the programs to keep abreast of changing needs and priorities. The warehouse must always have sufficient stock to cover the lead-time for replacement stock to avoid stock-outs.

Commented [AES21]: E.g., Warehousing Manager

[Job title] must ensure that all products are stored, handled and transported under suitable conditions to ensure the quality of the products.

Commented [AES22]: This method is used mostly in process

[Job title] must ensure that all products are stored, handled and transported under suitable conditions to ensure the quality of the products.

Commented [AES23]: FIFO will be used for warehouses where

[Job title] is responsible to establish and enforce vertical and horizontal signalization in the warehouse in order to simplify and speed up the process of picking and sorting goods in the warehouse.

Commented [AES24]: Adapt to the organization's needs.

E.g., Storekeeper

[Job title] must ensure that all products are stored, handled and transported under suitable conditions to ensure the quality of the products.

Commented [AES25]: Adapt to the organization's practice.

E.g., Logistic Manager

All products are kept under the storage at parameters ranges specified by the manufacturer.

Commented [AES26]: These conditions might be related to one or more of the following:

- Temperature

4.2. Receipt of goods

[Job title] controls receipt of goods and compares quantities of received goods with the delivery note from the supplier, as well if the special packaging conditions were provided during the transport. If everything is in order, [job title] signs the delivery note and fills in the [name of document]. When the delivery note is missing or delivered goods are not in line with the delivery note, [job title] records the actual delivery in [name of document] and notifies the supplier.

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[Job title] must ensure that all products are stored, handled and transported under suitable conditions to ensure the quality of the products.

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[Job title] must ensure that all products are stored, handled and transported under suitable conditions to ensure the quality of the products.

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4.3. Inventory management

[Job title] is responsible for monitoring the movement of goods from the time they are received from the supplier, to the overall control of stock movement in the warehouse facility. The vital stock control measurements include:

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Commented [AES32]: Adapt to the organization's needs.

- establishing levels of operating stocks based on consumption/rate of usage. The stock levels must be reviewed from time to time depending on current needs by [job title]. [Job title] must ensure that weekly and monthly stock balance reports of each stock item and the total value are prepared;

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- maintaining monthly stock usage reports of each item kept in the store and the overall usage trend in the last six months;

- maintaining and updating an inventory list containing items including the lot numbers, date of the lot, date and time of issue, and date and time of expiration;
- maintaining quantity, location and availability of each item kept in the store;
- maintaining records of all incoming items, including their suppliers, received in accordance with the contract terms.

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[Job title] is responsible for managing hazardous and toxic goods, labeling and defining space for their storage.

Commented [AES36]: E.g., inflammable product, chemical

4.4. Goods dispatch and forming delivery documents

According to [name of document] delivered by [job title], [job title] picks and prepares products for dispatch. [Job title] confirms receiving goods necessary for production and information about special packaging conditions by signing [name of document].

Commented [AES37]: E.g., Working Order

Commented [AES38]: E.g., Production Manager

Commented [AES39]: E.g., Warehouse Operator

Commented [AES40]: E.g., Production Manager

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Commented [AES42]: E.g., Working Order

Commented [AES43]: Delete if unnecessary.

Commented [AES44]: E.g., Warehouse Operator

Commented [AES45]: E.g., Sales Manager

Commented [AES46]: Delete if unnecessary.

Commented [AES47]: E.g., Warehouse Operator

Commented [AES48]: E.g., internal delivery note

Commented [AES49]: Adapt to the organization's practice.

Commented [AES50]: E.g., Sales Manager

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Commented [AES52]: E.g., Warehouse Operator

Commented [AES53]: E.g., Working Order or Internal delivery note

4.5. Product returns and storage of nonconforming product

In case of product returns from the customer, [job title], who received the returned product, fills in the [name of document] and sends one copy to [Accounting department].

Nonconforming product is returned to the store in the warehouse dedicated to nonconforming products and [job title] confirms receiving of goods in the [name of document].

Conforming product can be returned only if it's allowed by contract.

Conforming product is returned to the store in the warehouse dedicated to conforming product.

Nonconforming product is handled according to the Procedure for Control of Nonconforming Products.

4.6. Pest control

Pest control is conducted in conformance with national regulations. The floor plan of the organization with marked positions of traps is developed by the authorized company and is posted in a visible place on the [premises].

[job title] is responsible for communicating with the authorized company who performs and controls 7 traps and their location. Frequency and results of internal monitoring are recorded in the Pest Control Record.

Commented [AES54]: Include information on which premises

Commented [AES55]: E.g., Warehousing Manager

Commented [AES56]: E.g., Warehousing Manager

5. Managing records kept on the basis of this document

[organization name]

Record name	Code	Storage		Responsibility
		Retention Period	Location	
Record for Temperature and Humidity Control	PR17.1	1 year	Office of Origin Warehouse	Warehouse
Pest Control Record	PR17.2	1 year	Office of Origin Warehouse	Warehouse

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6. Appendices

- Appendix 1 – Record for Temperature and Humidity Control

Appendix 2 – Pest Control Record

[job title]

[name]

[signature]

Commented [AES60]: Only necessary if the Procedure for Document and Record Control prescribes that paper documents must be signed.