

[Organization logo]

[Organization name]

**Commented [9A1]:** All fields in this document marked by square brackets [ ] must be filled in.

## WAREHOUSING PROCEDURE

**Commented [9A2]:** If you want to find out more about ISO 9001:2015 visit our free online course ISO 9001 Foundations Course <http://training.advisera.com/course/iso-90012015-foundations-course/>

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Date of version:	
Signature:	

**Commented [9A3]:** Adapt to the existing practice in organization.

### Distribution list

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## Change history

Date	Version	Created by	Description of change
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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 is applied to warehousing processes within the 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:

- Temporary storage of humanitarian aid
- Temporary storage in case of incidents and emergency situations

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

**Commented [9A5]:** Adapt to needs of organization.

**Commented [9A6]:** Write in other exclusions that organization finds appropriate.

**Commented [9A7]:** Adapt to organization's practice.

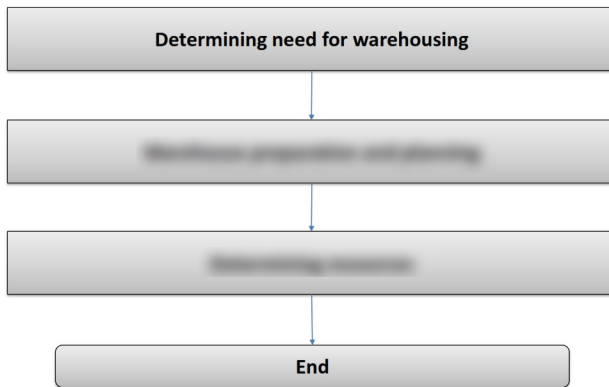
**Commented [9A8]:** Adapt to organization's practice.

## 2. Reference documents

- ISO 9001:2015 standard, clause 8.5.4
- Sales Procedure
- Procedure for Management of Nonconformities and Corrective Action
- [other legal and contractual requirements]

### 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 [9A9]: E.g. CEO

- the volume of goods;
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Commented [9A10]: Adapt to organizations' needs.

#### 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 [9A12]: E.g. Warehouse Manager

Planning consideration needs to be given to the following:

- allocating space for each type of product and locating number;
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

[organization name]

- sufficient free space is needed to operate a warehouse effectively – when planning the size of a warehouse, consider:
  - 
  - 
  -

### 3.3.2. Special storage needs

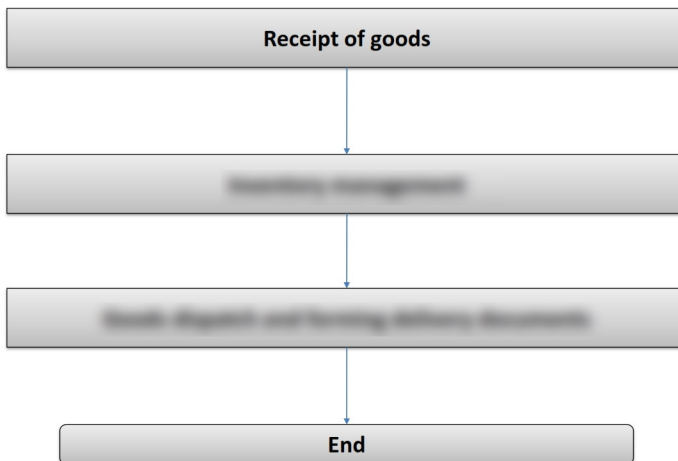
[Job title] is responsible for managing storage of goods that require special attention. [Special storage

### 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.

## 4. Warehousing management

### 4.1. Process flow



**Commented [9A13]:** Adapt to organization's needs.

**Commented [9A14]:** 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 [9A15]:** Write in the special needs of product e.g. humidity, temperature, etc.

**Commented [9A16]:** E.g. Warehouse Operator

**Commented [9A17]:** E.g. Warehouse 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

Commented [9A18]: E.g. Warehouse Manager

FIFO (First **Expired** First Out) method is used for picking rules based on lot expiry date. Lots having

FIFO (First **In** First Out) is also used for picking rules, but here materials that are

[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.

#### 4.2. Receipt of goods

[Job title] controls receipt of goods and compares quantities of received goods with the delivery note

Commented [9A19]: E.g. Goods received note

#### 4.3. Inventory management

[Job title] is responsible for monitoring the movement of goods as they are transported from the supplier and for the control of stock movement in the warehouse facility. The vital stock control measurements include:

Commented [9A20]: E.g. Warehouse Manager

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

Commented [9A21]: Adapt to organization's practice.

[organization name]

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

**Commented [9A22]:** Inflammable product, chemical products, toxic waste etc.

#### 4.4. Goods dispatch and forming delivery documents

According to [name of document] delivered by [job title], [job title] picks and prepares products for

**Commented [9A23]:** E.g. Working order

**Commented [9A24]:** E.g. Production Manager

**Commented [9A25]:** E.g. Warehouse Operator

**Commented [9A26]:** E.g. Production Manager

**Commented [9A27]:** E.g. Working order

**Commented [9A28]:** Delete if unnecessary.

**Commented [9A29]:** E.g. Warehouse Operator

**Commented [9A30]:** E.g. Sales Manager

**Commented [9A31]:** Delete if unnecessary.

**Commented [9A32]:** E.g. Warehouse Operator

**Commented [9A33]:** E.g. internal delivery note

**Commented [9A34]:** Adapt to organization's practice.

**Commented [9A35]:** E.g. Sales Manager

#### 4.5. Product returns and storage of non-conforming 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].

**Commented [9A36]:** E.g. Warehouse Operator

**Commented [9A37]:** E.g. Working order or Internal delivery note

Non-conforming product is handled according to the Procedure for Management of Nonconformities and Corrective Actions.

### 5. Managing records kept on the basis of this document

Record name	Code	Storage		Responsibility
		Retention time	Location	
Record of Warehousing Temperature Control	PR.11.1	2 years	[office of Warehouse Manager]	[job title]

**Commented [9A38]:** Delete if unnecessary.

**Commented [9A39]:** If the record is in electronic form, write the name of the folder on Warehouse Manager's computer.

### 6. Appendices

- Appendix 1 – Record of Warehousing Temperature Control