

Warehouse Standard Operating Procedures



Directorate of Central Warehouse and Supplies, Karachi
Ministry of National Health Services, Regulations & Coordination,
Government of Pakistan



Warehouse Standard Operating Procedures

Directorate of Central Warehouse and Supplies Karachi

Ministry of National Health Services, Regulations & Coordination,
Government of Pakistan

The Federal Ministry of National Health Services, Regulations & Coordination, Islamabad, Pakistan. 2015. *Warehouse Standard Operating Procedures*. Pakistan: USAID | DELIVER PROJECT, Task Order 4, for Federal Ministry of National Health Services, Regulations & Coordination, Islamabad, Pakistan.

MARCH 2015

This publication was produced for review by the U.S. Agency for International Development. It was prepared by the USAID | DELIVER PROJECT, Task Order 4. The authors' views expressed in this publication do not necessarily reflect the views of the U.S. Agency for International Development or the United States Government.


Contents

Foreword.....	v
Standard Operating Procedures for Receiving Consignments at CW&S Karachi.....	1
Standard Operating Procedures for Dispatching Consignments at CW&S Karachi.....	3
Standard Operating Procedures for Storage of Consignments at CW&S Karachi.....	4
Standard Operating Procedures for Repacking Consignments at CW&S Karachi.....	5
Standard Operating Procedures for Unusable Contraceptives at CW&S Karachi.....	6

Foreword

Standard operating procedures (SOPs) are written guidelines for various routine functions at the Central Warehouse, and they elaborate on how the warehouse receives, issues, stores, and disposes of supplies coming from suppliers in other countries. The SOP manual briefly explains the various steps required under each of these functions. It is hoped that the application and practical use of these SOPs will support operations at the warehouse by helping employees to do their jobs more efficiently, reduce errors and variations, and make it easier to conduct employee performance appraisals as well as replicate processes across the warehouse.

We wish to convey our sincere appreciation for the generous technical and financial assistance extended by the U.S. Agency for International Development (USAID) through the USAID | DELIVER PROJECT Pakistan for strengthening health supply chain logistics systems for the Government of Pakistan, and for enabling the development of these SOPs for routine functions at the Central Warehouse in Karachi.



Mr. Muhammad Ayub Sheikh

Secretary

Ministry of National Health Services, Regulations & Coordination,
Islamabad

Standard Operating Procedures for Receiving Consignments at Central Warehouse and Supplies Karachi

1. The Directorate of Central Warehouse and Supplies (CW&S) Karachi receives all documents before the arrival of consignment.
2. Store supervisor reviews the shipment documents properly and informs the freight forwarders and suppliers immediately if any documents are missing.
3. Store supervisor to hand over the shipment documents to the pre-appointed clearing agent at the port or airport along with all other required documents.
4. The CW&S clearance director closely coordinates with the customs clearing agent and prepares the schedule for receiving consignment after consultation with clearing agents.
5. Consignment is received at the CW&S Karachi and off-loaded in the presence of the warehouse clearance director.
6. The warehouse clearance director checks all the documents and inspects the quality and quantity of the supplies.
7. The warehouse clearance director immediately reports to the director of CW&S any damages, loss of consignment, short shipment, or other discrepancies.
8. The director of CW&S promptly initiates appropriate action to address any damages, loss, or short shipment and informs the relevant authorities about the physical inspection.
9. The director of CW&S charges the necessary claims against the freight forwarders and suppliers in accordance with the appropriate procedures of CW&S Karachi.
10. The store supervisor ensures that the received consignment is of the same quantity as described in the document packing list and properly marked.
11. The store supervisor sorts out the received shipments by item number and lot and batch number and places them in the quarantine area for further appropriate stacking in warehouse.
12. The store supervisor scans the received shipments and properly stores them in the allocated scanned racks by lot.
13. The store supervisor ensures that received quantities are being recorded in the warehouse management system (WMS) and updated properly in the manual stock register (contraceptive logistics report [CLR]-5).



Receiving supplies and updating the Warehouse Management System

14. If the consignment requires laboratory testing, a random sample is taken from the consignment and sent to the Director of the National Research Institute of Fertility Control Karachi for laboratory testing in accordance with CW&S set procedures.
15. The CW&S will not dispatch any consignment until receipt of the test report validates the quality of the contraceptives.
16. The received consignment is placed in the warehouse properly in racks according to the first-to-expire, first-out system.
17. The Directorate of CW&S Karachi informs the Ministry of National Health Services Regulation and Coordination (MoNHSRC) and concerned donors of the quality, quantity, and laboratory test reports of the received shipments.

Standard Operating Procedures for Dispatching Consignments at CW&S Karachi

1. The store supervisor analyzes the requirements of each stakeholder and prepares the approval sheet and proposed quantities for dispatching accordingly and submits these to the director of CW&S for approval.
2. The director of CW&S Karachi will approve the quantities and sends the approval sheet to the storekeeper for the release of supplies.
3. The storekeeper prepares a dispatch sheet to get approval from the deputy director (store), and after obtaining approval, forwards this sheet to the store supervisor for further processing.
4. The store supervisor coordinates with the WMS operator and prints the picking list from the WMS and then forwards the list to the storekeeper.
5. The storekeeper dispenses the picking list to the pickers and packers for preparing the dispatch load consignment. They pick supplies from the allocated racks and pallets and scan cartons and racks properly.
6. The storekeeper returns the picking list to the WMS operators and reports on the picked commodities; the WMS operator updates the inventory of each dispatched consignment accordingly.
7. The store supervisor supervises the loaders, and packed consignment ready for dispatch will be loaded onto the trucks for onward distribution with an average of five districts per truck.
8. Truck drivers receive a goods receipt note from the store supervisor and off-load commodities in the local goods transporter store for onward distribution.
9. Truck drivers book the commodities against the stakeholder's complete address and get a postpaid bilty (booking receipt), which they submit to the store supervisor.
10. The WMS operator will prepare three copies of Issue and Receipt Vouchers (CLR-7) from the approval sheet and get them signed by the deputy director (store).
11. Out of three copies, two copies are sent to the consignee along with the original bilty, and the third copy is retained along with a photocopy of the bilty in CW&S Karachi.
12. The consignee collects the supplies from the local goods forwarders office and pays to get the commodities released. The consignee matches the quantities with the quantities detailed in the CLR-7 and returns one signed copy to the sender (CW&S Karachi).
13. The warehouse recordkeeper will maintain records for all stakeholders related to CLR-6, CLR-7, and the approval sheet.



Dispatching consignment at the Central Warehouse & Supplies Karachi

Standard Operating Procedures for Storage of Consignments at CW&S Karachi

1. All supplies should be stored and placed in the allocated area and on the allocated racks under the supervision of the store supervisor.
2. Supplies should not lean over the edges of the racks.
3. Damaged cartons should be repaired and repacked before they are placed on the racks and pallets.
4. Each carton should be scanned and placed on the allocated scanned rack and pallets by lot and batch.
5. All products should be stored under the required temperature and should not be exposed to direct sunlight.
6. Temperature monitoring should be performed and recorded on a daily basis.
7. The quality of supplies should not be affected by roof leakage.
8. The storage area should be clear and clean, and the aisles should be empty to enable operation of the stacker and to allow people to walk through.
9. The storage area should be disinfected and sprayed every third month against insects, rodents, and other harmful bacteria, which are threats to the supplies and staff health.
10. Stackers should be used for placing pallets on the racks; avoid labor to place pallets on the racks.
11. Each item's bin cards situated in the appropriate warehouse locations should be updated whenever the status of stocks changes.
12. A physical count should be performed periodically, that is, monthly, quarterly, and annually, to detect discrepancies.



Storage of supplies at Central Warehouse & supplies, Karachi

Standard Operating Procedures for Repacking Consignments at CW&S Karachi

1. Ensure that the carton in which the supplies will be repacked is in good condition.
2. Ensure that the cartons are sealed by plastic tape for protection so that cartons do not break at the edges.
3. Repack the supplies in such a way that no one could easily take out supplies from inside the cartons while they are traveling from origin to destination.
4. Paste the tags on the repacked cartons indicating the handling, placing, and storage precautions in visible condition on the cartons.
5. Ensure that the right item and the right quantity for the right stakeholder and for the right district are repacked as in the provided repacking list.
6. Provide a packing list of the repacked quantity containing information on items, district, and stakeholder's complete address and send packing lists along with cartons to the consignee.
7. Ensure that the carton is secured and properly packed from all sides.



Repacking of supplies for distribution

Standard Operating Procedures for Unusable Contraceptives at CW&S Karachi

1. If for any reason, contraceptive stock is unusable (expired, damaged, etc.), the director of CW&S immediately stops distribution of the unusable stock.
2. The director of CW&S Karachi notifies the MoNHSRC Islamabad of unusable contraceptives through the proper procedures.
3. The detailed reasons for unusable contraceptives are provided to the MoNHSRC Islamabad to initiate further processes following the direction of the MoNHSRC Islamabad.
4. The MoNHSRC Islamabad notifies the director of CW&S Karachi of the process for dealing with unusable contraceptives; this may include a laboratory test or removing them from stock.
5. The director of CW&S forms a committee for safe and secure disposal of unusable stock once it is declared unusable.
6. The committee disposes of unusable stock and records all the proceedings; the disposal process should be in accordance with the CW&S Karachi disposal procedures.





USAID
FROM THE AMERICAN PEOPLE

DELIVER PROJECT