

SOP: Initial Identification and Segregation of Broken/Damaged Goods

This SOP details the process for the **initial identification and segregation of broken/damaged goods**, ensuring timely recognition, accurate documentation, and appropriate separation of defective items from good inventory to prevent distribution errors and maintain product quality standards.

1. Purpose

To establish a standardized procedure for the quick and effective identification, documentation, and segregation of broken or damaged goods within the facility.

2. Scope

This procedure applies to all personnel involved in the receiving, handling, storage, and inspection of goods within the warehouse or storage facility.

3. Responsibilities

- **Warehouse Staff/Handlers:** Identify, label, and segregate damaged goods upon detection.
- **Warehouse Supervisor:** Verify segregation and ensure documentation is completed.
- **Quality Control/Assurance:** Inspect and assess the status and disposition of segregated items.

4. Procedure

1. **Initial Identification**
 - Visually inspect all goods upon receipt, during handling, or while in storage.
 - If broken or damaged goods are observed, proceed to segregation immediately.
2. **Immediate Segregation**
 - Remove damaged/broken items from general inventory.
 - Place items in a designated, clearly labeled "Damaged Goods" area.
3. **Documentation**
 - Fill out a Damaged Goods Report (see example below), including:
 - Date and time of detection
 - Item description and quantity
 - Nature and extent of damage
 - Initials of the person identifying the damage
 - Attach a visible "Damaged" tag or label to each affected item or package.
4. **Notification**
 - Notify the Warehouse Supervisor and Quality Control/Assurance personnel for further assessment and disposition decision.
5. **Record Keeping**
 - File completed Damaged Goods Reports for audit and inventory adjustment as required.

5. Damaged Goods Report Template

| Date/Time | Item Description | Quantity | Description of Damage | Identified By | Remarks |
|-----------|------------------|----------|-----------------------|---------------|---------|
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6. Safety Considerations

- Handle broken or damaged goods carefully to prevent injury (e.g., cut from broken glass, exposure to hazardous substances).
- Wear appropriate PPE as required (gloves, safety goggles, etc.).

7. References

- Inventory Management Policy
- Quality Assurance Guidelines

- Health and Safety Manual

8. Revision History

| Version | Date | Revised By | Change Description |
|---------|------------|-------------|--------------------|
| 1.0 | 2024-06-08 | [Your Name] | Initial creation |