

Standard Operating Procedure (SOP): Merchandise Replenishment and Stock Rotation

This SOP details **merchandise replenishment and stock rotation** procedures, including inventory monitoring, timely restocking, proper shelving techniques, and rotation of stock based on expiration dates or product lifecycle. The aim is to maintain optimal product availability, minimize waste due to spoilage or obsolescence, and ensure that customers consistently receive fresh and high-quality merchandise.

1. Purpose

To provide step-by-step instructions for effective merchandise replenishment and stock rotation to ensure product quality, minimize waste, and optimize stock availability.

2. Scope

This SOP applies to all store employees responsible for inventory handling, shelf stocking, and stock management.

3. Responsibilities

- **Store Manager:** Oversee replenishment and rotation processes.
- **Stock Room Staff:** Execute stock rotation and replenish sales floor.
- **Sales Associates:** Monitor and report low or expired stock.

4. Definitions

Term	Definition
FIFO	First In, First Out; older stock is sold before new stock.
Stock Rotation	Process of moving older inventory to the front and newer inventory to the back.
Replenishment	Refilling shelves and displays to maintain optimal product levels.

5. Procedure

- Inventory Monitoring**
 - Conduct daily inventory checks at the beginning and end of each shift.
 - Log all out-of-stock items and flag for urgent replenishment.
- Replenishment Process**
 - Retrieve products from stockroom according to shelf requirements.
 - Follow designated planograms/layout when stocking shelves.
 - Ensure shelves are neat, clean, and fully faced.
- Stock Rotation (FIFO)**
 - Move older products to the front of the shelf; place newer inventory at the back.
 - Check expiration dates and ensure the closest expiry is at the forefront.
 - Remove expired or damaged products immediately.
- Documentation**
 - Record restocked items, quantities, and dates in inventory system.
 - Report and document any discrepancies or spoilage.

6. Health & Safety

- Use proper lifting techniques when handling heavy boxes.
- Keep all aisles uncluttered and free of hazards.
- Wear appropriate PPE if required.

7. Review and Training

- This SOP shall be reviewed annually or as procedures change.
- All relevant staff must be trained on these procedures during onboarding and upon updates.

8. References

- Inventory Management Policy
- Store Safety Guidelines
- Product Handling Manual