SOP Template: Restocking Shelves and Maintaining Product Displays

Purpose

This SOP details best practices for **restocking shelves and maintaining product displays**, including timely inventory replenishment, proper product placement, ensuring shelf cleanliness, organizing items by category, rotating stock to prevent expiration, and maintaining appealing and accessible displays. The goal is to optimize product availability, enhance customer experience, and support efficient store operations.

Scope

This procedure applies to all staff members responsible for stocking and maintaining product displays within the store.

Responsibilities

- **Store Associates:** Execute restocking and display maintenance according to this SOP.
- **Supervisors:** Monitor compliance and ensure stock rotation and cleanliness standards are met.
- **Managers:** Oversee inventory levels, staff training, and address recurring issues.

Procedure

1. **Preparation**
   - Review inventory reports and identify items that need replenishment.
   - Gather required equipment (e.g., carts, gloves, cleaning supplies, signage).

2. **Restocking Shelves**
   - Transport products from storage to shelves in a safe manner.
   - Organize products by category and subcategory, following store layout guidelines.
   - Check for damaged/expired items; remove them immediately.
   - Place new stock behind existing stock ("first-in, first-out" method) to promote rotation.

3. **Maintaining Product Displays**
   - Arrange products attractively, facing labels outward and aligning front edges of products with the shelf edge ("facing").
   - Ensure signage/pricing is accurate and visible.
   - Replace or remove any promotional materials as needed.

4. **Shelf Cleanliness and Organization**
   - Wipe shelves before restocking to remove dust and debris.
   - Organize stock so that the most popular items are at eye level, and heavy or bulky items are placed on lower shelves.

5. **Final Check**
   - Confirm all shelves and displays are fully stocked, tidy, and clear of hazards.
   - Report low stock or missing items to the supervisor or manager.
   - Log completion of restocking and maintenance activities as per store protocol.

Health & Safety

- Follow proper lifting techniques to avoid injury.
- Use ladders or step stools safely and as directed.
- Keep aisles clear at all times to prevent trip hazards.

Documentation & Records

Document	Storage Location	Retention Period

| Restocking Log Sheets | Back Office / Digital System | 6 months |
| Inventory Reports | Inventory Management Software | 1 year |

Revision History

Date	Version	Description of Change	Author
2024-06-01	1.0	Initial SOP creation	Store Operations Team