

SOP Template: Shelf and Display Restocking Protocols

This SOP details **shelf and display restocking protocols**, encompassing inventory management, product handling, restocking procedures, quality control, safety measures, and presentation standards. Its purpose is to maintain optimal product availability, enhance store aesthetics, ensure customer satisfaction, and promote efficient and safe restocking processes.

1. Inventory Management

1. Review inventory reports and stock levels at the start and end of each shift.
2. Identify low-stock or out-of-stock items and prioritize them for restocking.
3. Communicate inventory discrepancies to the store manager or designated supervisor.

2. Product Handling

1. Use proper lifting techniques to avoid injury.
2. Handle products with care to prevent damage.
3. Check expiration dates and remove any outdated or damaged products.

3. Restocking Procedures

1. Gather necessary restocking tools (carts, box cutters, labels, etc.).
2. Transport products from storage to relevant shelf or display area safely.
3. Restock shelves using the **FIFO** (First-In, First-Out) method.
4. Ensure products are front-faced and aligned for maximum visibility.
5. Update shelf tags and pricing labels as needed.

4. Quality Control

1. Inspect restocked items for any damage, defects, or missing packaging.
2. Clean shelves and display areas before and after restocking.
3. Document any quality issues and report them to management.

5. Safety Measures

1. Keep aisles and restocking areas clear to prevent accidents.
2. Wear proper personal protective equipment (PPE), such as gloves or safety shoes, if required.
3. Dispose of packaging materials and debris immediately after restocking.

6. Presentation Standards

1. Arrange products neatly and according to store planograms or merchandising guidelines.
2. Ensure shelf signage and promotional materials are updated and free from damage.
3. Perform a final visual check to confirm the display is tidy, organized, and inviting.

7. Documentation and Reporting

1. Fill out restocking logs and note any variances or issues faced during the process.

2. Report completed restocking duties to the supervisor or through the designated system.

8. Revision and Training

1. Review this SOP periodically and update as needed.
2. Provide ongoing training and refreshers to staff on proper restocking techniques and protocols.