

# SOP: Damaged Goods Handling and Reporting

This SOP details the **damaged goods handling and reporting** process, including identification, documentation, segregation, assessment, communication, and proper disposal or return procedures. The goal is to minimize loss, ensure accurate inventory records, and maintain product quality by promptly addressing and reporting damaged goods within the supply chain and warehouse operations.

## 1. Purpose

To establish a standardized procedure for the identification, handling, documentation, communication, and final disposition of damaged goods to ensure the integrity of inventory and maintain operational efficiency.

## 2. Scope

This procedure applies to all warehouse staff, supervisors, and inventory management personnel involved in the receiving, storage, handling, and shipment of goods across all company-operated facilities.

## 3. Responsibilities

- **Warehouse Staff:** Identify and report damaged goods immediately.
- **Supervisors:** Oversee the process, verify reports, and ensure compliance with this SOP.
- **Inventory/Quality Control:** Assess, document, and coordinate further actions.
- **Logistics/Returns Team:** Manage documentation and arrangements for return/disposal as needed.

## 4. Procedure

1. **Identification**
  - Inspect goods upon receipt and during regular warehouse audits.
  - Look for visible signs: broken seals, torn packaging, leaks, dents, etc.
  - Tag or mark damaged goods for easy identification.
2. **Documentation**
  - Complete the Damaged Goods Report Form (see Appendix A).
  - Record details: date, item number, description, quantity, nature of damage, and involved personnel.
  - Photograph damaged goods for records.
3. **Segregation**
  - Immediately remove damaged goods from regular inventory storage areas.
  - Place in designated "Damaged Goods" zone to prevent further damage and confusion.
4. **Assessment**
  - Inventory/Quality Control inspects goods to determine cause and extent of damage.
  - Evaluate if goods are salvageable, returnable, or require disposal.
5. **Communication and Reporting**
  - Notify supervisors, inventory control, and relevant departments immediately.
  - Share documentation and photographs as required.
  - Update inventory system to reflect changes.
6. **Disposal or Return**
  - If eligible for return: coordinate with supplier or logistics for return authorization.
  - If approved for disposal: follow environmental and company-specific disposal procedures.
  - Update Damaged Goods Log upon completion.

## 5. Records and Documentation

- Damaged Goods Report Form (paper/electronic copy)
- Photographs supporting damage claims
- Inventory adjustment logs
- Disposal/return authorization forms and relevant correspondence

## 6. Training

All warehouse staff must be trained on this SOP and updates communicated promptly. Refresher training to be provided annually.

## 7. Review and Compliance

This SOP will be reviewed every 12 months or after any significant incident or process change.

## Appendix A: Damaged Goods Report Form (Sample)

Date	Item SKU	Description	Quantity	Nature of Damage	Photographs Attached	Reported By	Supervisor Sign-off
[YYYY-MM-DD]	[SKU123]	[Product Name/Description]	[Number]	[E.g., Broken seal, dent]	[Yes/No]	[Employee Name]	[Supervisor Name]

## 8. References

- Company Inventory Management Policy
- Return and Disposal Procedure