

Standard Operating Procedure (SOP): Damaged or Expired Goods Handling and Reporting Procedures

1. Purpose

This SOP details the **damaged or expired goods handling and reporting procedures**, including identification, segregation, documentation, and proper disposal of affected items. It outlines responsibilities for timely reporting, inspection protocols, corrective actions, and record-keeping to ensure compliance with company policies and regulatory standards, minimizing risk to health and safety and maintaining inventory accuracy.

2. Scope

This procedure applies to all employees involved in receiving, storing, handling, or managing inventory at [Company Name], including warehouse staff, supervisors, and managers.

3. Responsibilities

Role	Responsibility
Warehouse Staff	Identify and report damaged or expired goods immediately. Segregate affected items as per instructions.
Supervisors	Inspect reported items, complete documentation, initiate corrective actions, and coordinate disposal.
Inventory/QA Manager	Review and approve reports, ensure regulatory compliance, and maintain records.

4. Procedure

4.1 Identification

- Examine goods upon receipt and during routine stock checks for physical damage, contamination, spoilage, or expiry.
- Label any items suspected to be damaged or expired as “HOLD.”

4.2 Segregation

- Immediately remove damaged/expired goods from general inventory and transfer to a designated quarantine area.
- Prevent access and usage until inspection is complete.

4.3 Documentation & Reporting

- Complete the **Damaged/Expired Goods Report Form** (see Appendix A).
- Document: item description, quantity, batch/lot number, date found, description of damage/expiry, and photographs if applicable.
- Submit the report to the supervisor/manager within one business day.

4.4 Inspection & Investigation

- Supervisor inspects goods, verifies report, and determines the root cause (handling, storage, transit, etc.).
- Initiate corrective and preventive actions based on findings.

4.5 Disposal & Corrective Action

- Dispose of goods in accordance with company, legal, and environmental requirements.
- Record disposal method and date.
- Rectify process gaps or retrain staff if recurrent issues are identified.

4.6 Record Keeping

- Maintain all reports, investigation findings, and disposal records for a minimum of [X] years.

5. Compliance

All actions must comply with company policies, regulatory guidelines, and industry standards to minimize public health and safety risks and ensure accurate inventory records.

6. References

- Company Quality Manual
- Local, state, and national regulations regarding goods storage and disposal
- Inventory Management Policy

Appendix A: Damaged/Expired Goods Report Form

Item Name/Description	
Quantity	
Batch/Lot Number	
Date Identified	
Description of Damage/Expiry	
Photo Attached	Yes / No
Reported By	
Inspected By	
Disposal Method	
Date of Disposal	
Corrective/Preventive Action	