

# Standard Operating Procedure (SOP)

## Inventory Receiving, Storage, and Stock Replenishment

This SOP details **inventory receiving, storage, and stock replenishment** processes, including the accurate verification of received goods, proper labeling and organization in storage areas, regular stock level monitoring, and timely replenishment to maintain optimal inventory levels. The procedure aims to ensure efficient inventory management, reduce stock discrepancies, prevent stockouts, and support seamless operational flow within the organization.

### 1. Purpose

To establish consistent procedures for receiving, storing, and replenishing inventory to maintain product integrity and availability.

### 2. Scope

This SOP applies to all personnel involved in inventory management within the organization.

### 3. Responsibilities

- **Warehouse/Inventory Staff:** Receive, verify, label, store, and monitor inventory.
- **Inventory Manager:** Oversee inventory records, stock level analysis, and replenishment approvals.
- **Procurement Team:** Place replenishment orders as per requisitions.

### 4. Procedure

#### 1. Inventory Receiving

- a. Receive goods at the receiving area and inspect external packaging for damages.
- b. Verify the quantity and description of items against purchase orders and delivery documents.
- c. Record discrepancies or damages on the delivery note and inform the Inventory Manager immediately.
- d. Sign-off on the delivery documentation upon satisfactory inspection.
- e. Update the inventory system with newly received items.

#### 2. Inventory Storage

- a. Label all incoming items with appropriate tags (e.g., item code, description, date received, expiry date if applicable).
- b. Place items in designated storage locations as per inventory layout (FIFO/FEFO as suitable).
- c. Ensure items are stored safely to prevent damage, contamination, or unauthorized access.
- d. Update physical and electronic records to reflect new storage locations.

#### 3. Stock Level Monitoring

- a. Perform daily/weekly physical inventory checks as required.
- b. Monitor system-generated stock reports and identify discrepancies.
- c. Investigate and resolve any inconsistencies between physical and recorded inventory.

#### 4. Stock Replenishment

- a. Establish and maintain minimum and maximum stock levels for all items.
- b. Generate replenishment requests when items reach reorder points.
- c. Submit requests to the Inventory Manager for approval.
- d. Forward approved requisitions to the Procurement Team for purchase.
- e. Track outstanding orders and follow up with suppliers as needed.

### 5. Documentation

- Purchase Orders
- Delivery Notes
- Goods Received Notes
- Inventory Management System Records
- Stock Replenishment Requisitions

## 6. Key Performance Indicators (KPIs)

KPI	Description
Receiving Accuracy Rate	Percentage of goods received without discrepancies or damage.
Inventory Turnover Ratio	Rate at which inventory is replaced during a period.
Stockout Incidents	Number of times items were unavailable when needed.
Replenishment Lead Time	Time taken from placing order to stock arrival.

## 7. Review & Revision

This SOP shall be reviewed annually or upon significant changes in inventory processes or systems.

## 8. Approval

Prepared by: \_\_\_\_\_  
Approved by: \_\_\_\_\_  
Date: \_\_\_\_\_