

SOP: Order Picking Procedures and Accuracy Checks

This SOP details the **order picking procedures and accuracy checks** to ensure efficient and accurate fulfillment of customer orders. It includes guidelines for selecting items from inventory, verifying product quantities and descriptions, using picking lists or electronic systems, conducting quality control checks, and handling discrepancies. The goal is to maintain high order accuracy, reduce errors, and improve customer satisfaction through standardized and reliable picking processes.

1. Purpose

To outline standardized procedures for order picking and accuracy verification to fulfill customer orders efficiently and correctly.

2. Scope

This SOP applies to all warehouse staff involved in order fulfillment and quality control.

3. Responsibilities

- **Warehouse Staff:** Pick orders according to the procedures and report discrepancies.
- **Supervisors:** Oversee order picking activities and ensure compliance.
- **Quality Control Team:** Perform random accuracy checks and resolve discrepancies.

4. Order Picking Procedures

1. Preparation

- Obtain the picking list or access the electronic picking system for assigned orders.
- Verify that all necessary picking equipment (e.g., scanner, cart, labels) is in working condition.

2. Picking Items

- Follow the most efficient picking route, as indicated by the system or supervisor.
- Scan or check each item's barcode/ID against the picking list.
- Pick only the specified quantity from the correct location.
- Place items carefully into designated totes or boxes to prevent damage.

3. Initial Verification

- After picking, verify item description, SKU, and quantity against the picking list.
- Update the system or sign off on the manual list to confirm picking completion.

5. Accuracy Check Procedures

1. Random Quality Control

- Quality Control selects a percentage of orders for spot checks based on risk or volume.
- Review items in each selected order for correct SKU, description, and quantity.

2. Discrepancy Handling

- If errors or discrepancies are found, document them using the discrepancy report form (see template below).
- Return incorrect items to inventory and re-pick as necessary.
- Report repeated errors to the supervisor for process review and training.

6. Documentation

Ensure records of picking and checks are accurately completed and retained according to company policy.

7. Discrepancy Report Template

Order No.	Item SKU	Description	Picked Qty	Expected Qty	Discrepancy	Reported By	Date	Resolution

8. Revision History

Version	Date	Description of Change	Approved By
1.0	2024-06-01	Initial release	