

Standard Operating Procedure (SOP)

Ordering and Restocking Protocols

This SOP details **ordering and restocking protocols**, covering the procedures for tracking inventory levels, placing purchase orders, verifying received goods, managing supplier relationships, and maintaining optimal stock levels to ensure continuous operation. The aim is to streamline the procurement process, prevent stockouts, reduce excess inventory, and enhance overall supply chain efficiency.

1. Purpose

To establish standardized procedures for inventory management, purchasing, and restocking to ensure product availability and efficient supply chain operations.

2. Scope

This protocol applies to all staff responsible for ordering, receiving, and managing inventory.

3. Responsibilities

- **Inventory Manager:** Monitors inventory levels, initiates purchasing, and communicates with suppliers.
- **Receiving Staff:** Verifies accuracy and quality of received goods, updates inventory records.
- **Finance/Accounts:** Verifies invoices and processes payments.

4. Procedure

1. **Inventory Tracking & Review**
 - Use inventory management software or manual logs to record stock levels.
 - Review stock levels daily/weekly (as appropriate) to identify items nearing reorder points.
 - Generate an inventory report and flag items below minimum stock thresholds.
2. **Placing Purchase Orders**
 - Prepare purchase requisitions for approved items requiring restock.
 - Obtain necessary approvals from authorized personnel.
 - Issue purchase orders (PO) to preferred suppliers via approved channels (e.g., email, procurement system).
 - Log all placed POs with date, supplier, items, and expected delivery.
3. **Verification of Received Goods**
 - Upon delivery, receiving staff must inspect shipments for quantity, quality, and accuracy against the PO.
 - Document discrepancies or damages and notify the supplier for resolution.
 - Update inventory records to reflect new stock levels.
4. **Supplier Management**
 - Maintain a list of approved and alternative suppliers.
 - Regularly evaluate supplier performance regarding quality, timeliness, and pricing.
 - Foster positive relationships and negotiate favorable terms when possible.
5. **Maintaining Optimal Stock Levels**
 - Perform periodic audits to identify slow- or fast-moving items.
 - Adjust reorder points and quantities as needed to prevent overstocking or stockouts.
 - Dispose of expired or obsolete stock according to company policy.

5. Documentation

- Inventory records/logs
- Purchase requisitions and purchase orders
- Delivery notes and receiving checklists
- Supplier contact information and agreements
- Discrepancy and resolution logs

6. Review and Revision

This SOP must be reviewed annually or when significant process changes occur.

7. Appendices

Document Name	Description
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Sample Inventory Log	Template for tracking incoming and outgoing stock
Purchase Order Form	Standardized form for placing orders with suppliers
Receiving Checklist	Checklist to verify delivery accuracy and item quality

Approved by: _____ *Date:* _____