

SOP: Real-time Inventory Availability Check

This SOP defines the process for conducting a **real-time inventory availability check**, ensuring accurate and up-to-date tracking of stock levels across all products. It covers procedures for continuous inventory monitoring, synchronization of database updates, handling discrepancies, and timely reporting to support efficient order fulfillment and inventory management. The goal is to maintain optimal stock accuracy, avoid stockouts, and enhance customer satisfaction through immediate availability insights.

1. Purpose

Ensure real-time accuracy of inventory data to facilitate efficient order fulfillment, prevent stockouts, and improve customer satisfaction by providing immediate and precise stock availability information.

2. Scope

This SOP applies to all locations, staff, and systems involved in inventory management, including warehouse teams, sales channels, and IT support personnel responsible for maintaining inventory databases and interfaces.

3. Responsibilities

- **Warehouse Staff:** Accurately record all stock movements.
- **Inventory Manager:** Oversee inventory reconciliation and address discrepancies.
- **IT Team:** Ensure system uptime, real-time data synchronization, and manage technical issues.
- **Sales Team:** Verify inventory status before order confirmation.

4. Process Overview

1. Automatically monitor inventory levels through integrated systems.
2. Promptly update database upon every inventory transaction (inbound/outbound/movements).
3. Sync updates across all relevant platforms and channels in real time.
4. Regularly compare system data with physical counts.
5. Detect, report, and resolve discrepancies immediately.
6. Communicate availability status to all sales channels.

5. Detailed Procedures

| Step | Action | Responsible Party |
|------|--|---------------------------|
| 1 | Receive, inspect, and record new stock in the system immediately upon arrival. | Warehouse Staff |
| 2 | Process outgoing orders and deduct items from inventory in real-time. | Warehouse Staff |
| 3 | Monitor system notifications for any discrepancies between physical and system counts. | Inventory Manager |
| 4 | Investigate and resolve discrepancies within 24 hours. | Inventory Manager/IT Team |
| 5 | Synchronize updates across all connected sales channels/platforms. | IT Team |
| 6 | Provide up-to-date availability information for order processing and customer inquiries. | Sales Team |

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| 7 | Generate and review daily inventory reports; escalate issues as needed. | Inventory Manager |
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6. Discrepancy Handling

- Immediately flag and report variances between system and physical counts.
- Investigate root cause (e.g., data entry error, theft, misplacement).
- Correct system records as needed and document actions taken.
- Report unresolved discrepancies to management within 24 hours.

7. Reporting & Communication

- Daily summary reports of inventory status and any critical incidents.
- Immediate notifications to affected teams if critical items reach reorder thresholds or stockouts occur.
- Monthly reviews to identify patterns and improve future processes.

8. Review & Continuous Improvement

- Quarterly SOP review to reflect technological or operational changes.
- Implement feedback from users to enhance real-time tracking accuracy and usability.

9. References

- Inventory Management Software Manuals
- Company Data Security Policy
- Order Fulfillment SOP