

SOP: Unloading and Initial Inspection Protocols

This SOP details the **unloading and initial inspection protocols** to ensure safe and efficient handling of received goods. It covers procedures for verifying delivery accuracy, inspecting items for damage or defects, documenting discrepancies, and establishing immediate corrective actions. The aim is to maintain product quality, prevent hazards, and streamline the inventory intake process through systematic inspection and documentation.

1. Purpose

To define and standardize unloading and initial inspection practices for all incoming goods, thereby ensuring safety, product quality, accurate inventory records, and timely resolution of discrepancies.

2. Scope

This SOP applies to all employees involved in receiving, unloading, and inspecting incoming shipments at [Company/Department Name].

3. Responsibilities

- **Receiving Staff:** Unload goods, conduct initial inspections, and document findings.
- **Warehouse Supervisor:** Oversee process compliance and address escalated discrepancies.
- **Quality Assurance:** Review inspection outcomes, initiate corrective actions if needed.

4. Procedure

4.1 Preparation

1. Ensure unloading area is clear, safe, and equipped with necessary equipment (e.g., pallet jacks, PPE).
2. Verify delivery schedule and have purchase order (PO) documents ready.
3. Brief team on safety protocols and expected delivery content.

4.2 Unloading

1. Inspect vehicle condition for safety before unloading.
2. Use appropriate lifting techniques and equipment to prevent injuries and product damage.
3. Place goods in designated staging areas for inspection.

4.3 Initial Inspection

1. Check and match all received items against the PO, packing slip, and shipment documentation.
2. Inspect packaging and merchandise for signs of damage, contamination, or tampering.
3. Log findings in the Receiving Log (see Section 5).

4.4 Documentation

1. Record any discrepancies (shortages, overages, damages) in the Receiving Log.
2. Photograph damages or irregularities when detected.
3. Submit discrepancy reports to the Warehouse Supervisor and Quality Assurance within 2 hours of discovery.

4.5 Immediate Corrective Actions

1. Segregate and label affected goods to prevent use or storage.
2. Contact supplier or carrier if the discrepancy requires immediate resolution.
3. Follow up according to company escalation procedures for significant quality or safety issues.

5. Receiving Log Template

Date	Supplier / Carrier	PO Number	Item Description	Qty Ordered	Qty Received	Condition	Damages/Defects	Comments/Actions	Inspector Initials

6. Safety Precautions

- All staff must use appropriate personal protective equipment (PPE) during unloading and inspection.
- Report any unsafe conditions to the supervisor immediately.
- Follow established manual handling and equipment operating guidelines at all times.

7. References

- Company Health & Safety Manual

- Purchase Order/Receiving Policy
- Quality Management System Procedures

8. Revision History

Version	Date	Description	Author
1.0	[YYYY-MM-DD]	Initial release	[Name]