

# Standard Operating Procedure (SOP)

## Delivery Reception and Inspection Protocol

### Purpose:

This SOP details the **delivery reception and inspection protocol**, covering procedures for receiving shipments, verifying delivery accuracy, inspecting goods for damages or discrepancies, documenting findings, and ensuring compliance with quality standards. The aim is to maintain inventory integrity, prevent acceptance of defective items, and streamline the receiving process to support efficient operations and customer satisfaction.

### Scope:

This SOP applies to all employees involved in the receiving and inspection of goods at [Facility/Company Name].

### Responsibilities:

- Receiving Staff: Receive deliveries, inspect items, document findings.
- Warehouse/Inventory Team: Update inventory records, ensure proper storage.
- Quality Assurance: Address non-conformance or damages.
- Supervisor/Manager: Review documentation and authorize next steps.

### Procedure:

- 1. Preparation for Delivery**
  - Review scheduled deliveries for the day and prepare designated receiving area.
  - Ensure all necessary equipment (e.g., pallet jacks, scanners, PPE) is available.
- 2. Delivery Reception**
  - Verify the identity and credentials of the delivery personnel.
  - Obtain and review the delivery documentation (packing list, bill of lading, purchase order).
- 3. Verification of Delivery Accuracy**
  - Cross-check delivered items against the purchase order and packing list.
  - Note any shortages, overages, or incorrect items immediately.
- 4. Inspection of Goods**
  - Examine external packaging for visible damage, tampering, or moisture.
  - Open packages (if necessary) to inspect goods for physical damage or defects.
  - Inspect perishable or sensitive items for proper temperature or handling requirements.
- 5. Documentation**
  - Record findings on the delivery checklist and/or receiving log.
  - Photograph any damages or discrepancies.
  - Obtain signatures (receiver and driver/delivery personnel) as needed.
- 6. Non-Conformance Handling**
  - Report and escalate any discrepancies, damages, or quality issues to supervisor and quality assurance.
  - Segregate and label non-conforming items to prevent accidental use or storage.
- 7. Inventory Update and Storage**
  - Update inventory records with received quantities and any notes on issues.
  - Move accepted goods to assigned storage locations following all handling guidelines.
- 8. Follow-Up Actions**
  - Coordinate returns, replacements, or claims for damaged or incorrect items as applicable.
  - File all documentation in accordance with company recordkeeping policy.

### Documentation/Forms:

- Delivery Checklist
- Receiving Log
- Non-Conformance Report
- Photographic Evidence (if applicable)

### References:

- Company Purchasing Policy
- Quality Standards Manual
- Inventory Management Procedures

Revision History:

Version	Date	Author	Change Description
1.0	[Date]	[Name]	Initial release