

SOP: Labeling and Order Accuracy Verification Process

This SOP details the **labeling and order accuracy verification process**, encompassing procedures for correct product labeling, verification of order details, quality control checks, and reconciliation of shipment documentation. The goal is to ensure every product is accurately labeled and orders are thoroughly verified to prevent errors, enhance customer satisfaction, and streamline supply chain operations.

1. Purpose

To establish standardized procedures for accurate product labeling and order verification to minimize errors and optimize fulfillment accuracy.

2. Scope

This procedure applies to all staff involved in product labeling, order picking, quality control, and shipping operations.

3. Responsibilities

- **Warehouse Staff:** Apply correct labels and follow checklist during order assembly.
- **Quality Control (QC) Personnel:** Conduct accuracy checks and document discrepancies.
- **Supervisors:** Ensure team adherence to SOP and address any process deviations.

4. Procedure

1. Product Labeling

- Retrieve pick list or order form for items to be labeled.
- Match product SKU, description, and quantity against the pick list.
- Ensure labels contain correct SKU, batch/lot number (if applicable), and any regulatory information.
- Affix label to product in designated area. Verify legibility and adhesion.

2. Order Accuracy Verification

- After labeling, assemble orders as per pick list.
- Cross-check each product, quantity, and label information with order documentation.
- QC personnel to independently verify order content and labeling before packing.
- Log order verification in tracking system with date, time, and operator signature/ID.

3. Quality Control Checks

- Randomly select orders for additional QC inspection.
- Inspect labels for completeness, legibility, and accuracy.
- Record any discrepancies; segregate affected orders for correction.
- Submit QC reports to supervisor daily.

4. Shipment Documentation Reconciliation

- Generate packing slips and shipping labels matching verified order details.
- Reconcile physical shipment contents with packing slip and order sheet.
- Confirm and authorize dispatch only after successful reconciliation.
- File documentation for audit and traceability purposes.

5. Documentation & Records

- Order/pick lists
- QC verification logs
- Packing slips and shipping labels
- Non-conformance reports (if any)

6. Corrective Actions

1. Identify root cause of labeling or order errors.
2. Implement retraining or process updates as required.
3. Re-label or rework orders before shipment if errors identified.
4. Record corrective action in non-conformance log.

7. Review & Revision

This SOP is to be reviewed annually or upon detection of process deficiencies or regulatory changes.

SOP Version	Prepared By	Date	Approved By	Next Review
1.0	[Name]	[Date]	[Name]	[Date]