SOP: Product Quantity and Quality Checks Against Order Details

This SOP details the process for conducting **product quantity and quality checks against order details**, including verifying received quantities, inspecting product quality standards, cross-referencing order specifications, documenting discrepancies, and ensuring compliance with customer requirements to maintain accuracy and satisfaction in order fulfillment.

1. Purpose

To ensure that all received products meet the ordered quantity and specified quality standards, minimizing errors and maintaining high customer satisfaction in order fulfillment.

2. Scope

This SOP applies to all products received and processed in the warehouse or fulfillment center against customer orders.

3. Responsibility

- Receiving staff: Initial product receipt, preliminary inspection
- Quality assurance team: Product inspection and quality checks
- Warehouse supervisor: Review and reconciliation of discrepancies

4. Procedure

1. **Order Documentation Preparation**
    - Retrieve and review purchase/order documentation.
    - Ensure details include product codes, quantities, specifications, and quality requirements.
2. **Product Receipt**
    - Accept delivery and unpack products in a designated receiving area.
    - Check for visible damage or tampering.
3. **Quantity Verification**
    - Count each product according to the order list.
    - Record quantities received and compare with ordered quantities.
4. **Quality Inspection**
    - Inspect items for compliance with specified standards: model, batch, expiry date, physical appearance, packaging integrity, etc.
    - Document any discrepancies, defects, or damages.
5. **Cross-Referencing with Order Details**
    - Match product codes, descriptions, and specifications against order documents.
    - Ensure any product variations or substitutions are pre-approved and documented.
6. **Documentation & Discrepancy Reporting**
    - Record results using the Product Receipt & Inspection Log (see sample below).
    - Report discrepancies to the warehouse supervisor or QA manager for resolution.
7. **Approval & Filing**
    - Obtained signed approval of inspection results by responsible staff.
    - File documentation as per records management procedures.

5. Product Receipt & Inspection Log (Sample)

Order No.	Product Code	Ordered Qty	Received Qty	Quality Status	Discrepancy/Notes	Inspector Initials	Date
12345	ABC-001	100	100	Pass		JS	2024-06-15
12346	DEF-002	50	48	Fail	2 missing, box damaged	MT	2024-06-15

6. Records Management

All logs and documentation must be retained for a minimum period as specified by company policy and made readily available for audits.

7. References

- Purchase Order Policy
- Product Quality Standards Manual
- Records Retention Policy

8. Revision History

Version	Date	Description	Author
1.0	2024-06-15	Initial creation	QA Team