SOP: Shelf Restocking Frequency and Timing Guidelines

This SOP defines the **shelf restocking frequency and timing guidelines** to ensure optimal inventory levels and product availability. It includes procedures for monitoring stock levels, determining restocking intervals based on sales data and product shelf life, scheduling restocking times to minimize disruption to customers, and coordinating with warehouse and store staff. The goal is to maintain organized, fully stocked shelves that enhance customer experience and support efficient store operations.

1. Purpose

To establish consistent procedures and timing for shelf restocking, ensuring products are available and shelves remain organized at all times.

2. Scope

Applicable to all sales floor staff, inventory managers, and warehouse personnel responsible for stock management and shelf replenishment activities.

3. Responsibilities

- **Sales Floor Staff:** Monitor shelves, report low stock, and perform scheduled restocking.
- **Inventory Manager:** Analyze sales data, determine restocking frequency, and coordinate with staff.
- **Warehouse Staff:** Prepare stock for restocking and ensure timely replenishment support.

4. Procedures

1. **Monitor Stock Levels**
   - Perform visual shelf checks at designated intervals (see section 6).
   - Use inventory management system reports to identify low-stock or out-of-stock items.
2. **Determine Restocking Frequency**
   - Analyze sales velocity and historical data weekly.
   - Consider product shelf life and delivery schedules.
   - Classify products into frequency categories:
     - **High-turnover:** Restock 2-3 times daily
     - **Moderate-turnover:** Restock daily
     - **Low-turnover:** Restock 2-3 times per week
     - **Perishable goods:** Restock as needed (refer to product shelf life)
3. **Schedule Restocking Times**
   - Primary restocking to occur **before store opening** and **after closing** whenever possible.
   - Secondary restocking during off-peak periods (e.g., mid-morning, mid-afternoon).
   - Emergency replenishment as necessary to prevent out-of-stocks during business hours, while minimizing customer disruption.
4. **Coordinate Restocking Activities**
   - Communicate restocking needs to warehouse personnel with advance notice.
   - Sales floor and warehouse staff to confirm product quantities and shelf locations.
   - Document all restocking activity in the inventory management system.
5. **Post-Restocking Checks**
   - Inspect shelves for product alignment and correct labeling.
   - Remove damaged or expired items.
   - Report discrepancies or ongoing shortages to manager immediately.

5. Restocking Interval Table (Sample)

Product Category	Restocking Frequency	Timing
Beverages	2x Daily	Before opening, 2pm (off-peak)

Perishable Foods	As required (check every 2 hrs)	Ongoing
Household Goods	Daily	Before opening
Slow-moving Items	Twice Weekly	Tuesdays, Fridays

6. Monitoring & Review

- Conduct weekly reviews of restocking frequency vs. sales data.
- Adjust restocking schedules and intervals based on demand fluctuations.
- Review customer feedback on product availability and make improvements as necessary.

7. Documentation

- Record all restocking activities, incidents, and inventory discrepancies in the store log or inventory management system.
- Maintain restocking schedules and checklist as part of daily operational documentation.

8. Revision History

Date	Version	Changes	Approved By
2024-06-30	1.0	Initial SOP Issue	Store Manager