

Standard Operating Procedure (SOP): Order Picking and Material Handling Instructions

Purpose: This SOP details **order picking and material handling instructions**, covering efficient and accurate picking processes, proper handling techniques to prevent product damage, safety protocols during material transport, use of handling equipment, inventory verification, packing guidelines, and shipping preparation. The goal is to optimize order fulfillment accuracy, enhance workplace safety, and maintain product integrity throughout the material handling workflow.

1. Scope

This SOP applies to all personnel involved in order picking, material handling, packing, and preparation for shipment in the warehouse/distribution center.

2. Responsibilities

- **Warehouse Staff:** Follow picking, handling, and packing procedures.
- **Supervisors:** Ensure staff compliance and provide training.
- **Inventory Control:** Verify stock accuracy and report inconsistencies.

3. Procedure

3.1 Order Picking

- Retrieve picking list from the warehouse management system (WMS).
- Verify location and product details before picking each item.
- Pick products in the quantity specified, double-check lot/batch/serial numbers if applicable.
- Use picking carts, totes, or pallets as appropriate.

3.2 Material Handling Techniques

- Lift items using proper ergonomic techniques: bend knees, keep your back straight, and avoid twisting.
- Use team lifting for heavy or bulky items.
- Avoid dropping, dragging, or throwing items to prevent damage.

3.3 Safety Protocols

- Wear required PPE (Personal Protective Equipment) such as gloves, safety shoes, and high-visibility vests.
- Ensure aisles and pathways remain clear at all times.
- Report any spills, damaged products, or hazards immediately.

3.4 Use of Handling Equipment

- Only trained personnel may operate pallet jacks, forklifts, or other equipment.
- Inspect equipment before use; report faults to supervisors.
- Do not overload equipment beyond its rated capacity.

3.5 Inventory Verification

- Confirm item description, SKU, and quantity against the picking list.
- Escalate any discrepancies to the supervisor or inventory control.
- Document the completion of picking and update inventory records.

3.6 Packing Guidelines

- Use appropriate boxes, packing material, and labeling for each order.
- Ensure fragile or hazardous items are packed per regulations.
- Seal packages securely to prevent tampering or damage.

3.7 Shipping Preparation

- Sort packed orders by carrier/shipping method.

- Affix shipping labels with clear destination and tracking information.
- Stage orders in the designated shipping area for carrier pickup.

4. Documentation

- Update all picking, packing, and inventory information in WMS or manual logs as required.
- Maintain records for a minimum of one year or as stipulated by company policy.

5. Training

- All relevant staff must receive regular training on proper order picking, handling techniques, equipment usage, and safety protocols.
- Refresher training to be conducted annually or as processes/equipment change.

6. Revision History

Date	Revision	Description	Approved By
2024-06-11	1.0	Initial SOP Release	Warehouse Manager