

Standard Operating Procedure (SOP)

Documentation and Reporting of Damages or Discrepancies

This SOP details the process for **documentation and reporting of damages or discrepancies**, including timely identification, accurate recording, verification procedures, communication protocols, and follow-up actions. Its aim is to ensure transparency, accountability, and prompt resolution of issues to maintain operational efficiency and minimize risks.

1. Purpose

To establish standardized procedures for documenting and reporting any damages or discrepancies identified during operations, supporting effective resolution and continual process improvement.

2. Scope

This procedure applies to all employees involved in handling, receiving, storing, or transporting goods/materials within the organization.

3. Responsibilities

Role	Responsibility
All Employees	Timely reporting of damages or discrepancies observed during operations.
Supervisors/Managers	Verification of reports, initiation of follow-up actions, and communication with relevant parties.
Quality/Inventory/Logistics Team	Documentation review, record-keeping, and process improvement recommendations.

4. Procedure

- Identification**
 - All personnel must inspect goods/materials during receiving, handling, or transfer.
 - Report any physical damages, missing items, incorrect shipments, or other discrepancies immediately.
- Documentation**
 - Complete the Damage/Discrepancy Report Form (digital or paper).
 - Include details such as date, time, item reference, description of issue, quantity affected, and photographs if applicable.
- Verification**
 - Supervisors must review reported cases within 24 hours.
 - Cross-check physical evidence and verify all documents and photographs.
- Communication**
 - Notify relevant departments (e.g., Quality, Inventory, Suppliers) as needed.
 - If third-party vendors or customers are affected, communicate within 48 hours.
- Follow-Up Actions**
 - Determine root cause and initiate corrective actions (e.g., replacement, adjustment, return-to-vendor).
 - Document all actions taken and closure of the issue in the tracking system.

5. Documentation Requirements

- Damage/Discrepancy Report Form (mandatory fields: item, issue, date, location, reporter, photos)
- Verification/Investigation Notes
- Communication logs/emails
- Closure and resolution records

6. Records Retention

All documentation must be retained in accordance with company policy, typically for a minimum of two years unless

otherwise specified.

7. Revision and Training

- This SOP must be reviewed and updated annually or when significant process changes occur.
- All relevant personnel must receive training on this SOP upon hire and when changes are made.