SOP: Lost and Damaged Item Resolution Procedure

Purpose

This SOP defines the **lost and damaged item resolution procedure**, detailing the steps for reporting, investigating, and resolving incidents involving lost or damaged items. It includes guidelines for documenting occurrences, assessing responsibility, communicating with relevant parties, and implementing corrective actions to prevent recurrence. The objective is to ensure timely and effective resolution while minimizing operational disruptions and maintaining accountability.

Scope

This procedure applies to all staff, contractors, and stakeholders who handle, manage, or are responsible for inventory and assets within the organization.

Definitions

- **Lost Item:** Any item missing and unaccounted for beyond a reasonable period.
- **Damaged Item:** Any item rendered partially or completely unusable due to physical or functional impairment.
- **Incident Report:** Documentation of the lost or damaged item, including details of discovery, circumstances, and involved employees.

Procedure

1. **Immediate Reporting**
   - Upon discovery of a lost or damaged item, the staff member must immediately report the incident to their direct supervisor.
   - An **Incident Report** must be filled out within 24 hours of discovery and submitted to the relevant department head.
2. **Documentation**
   - Record all relevant details, including item description, serial number, date/time of incident, circumstances, and names of involved staff.
   - Take photographs of damaged items where applicable and attach to the incident report.
3. **Initial Assessment**
   - The supervisor reviews the incident report and conducts a preliminary assessment.
   - Determine if immediate corrective measures are necessary to prevent further loss/damage or mitigate operational risks.
4. **Investigation**
   - The department head or assigned investigator reviews the incident, interviews involved parties, and inspects any available evidence.
   - Assess responsibility and contributory factors.
5. **Communication**
   - Notify all affected stakeholders and relevant departments (e.g., IT, security, inventory management).
   - If required, contact external parties or authorities.
6. **Resolution & Corrective Actions**
   - Determine and execute appropriate resolution measures (e.g., replacement, repair, process adjustment).
   - Assign accountability and document disciplinary actions if applicable.
   - Implement corrective actions to prevent recurrence (e.g., training, policy updates).
7. **Closure & Review**
   - Update incident log with resolution details and outcomes.
   - Conduct a review meeting if necessary to discuss lessons learned and further improvements.

Roles and Responsibilities

Role	Responsibilities
Staff Member	Report incidents promptly, provide factual information, and assist in investigations.
Supervisor	Receive reports, perform initial assessments, ensure proper documentation, and escalate incidents as appropriate.

Department Head	Lead investigations, communicate with stakeholders, determine resolutions, and implement corrective actions.
Inventory/Asset Manager	Update inventory records, support investigation, and coordinate replacement/repair processes.

Documentation & Records

- Incident Reports
- Investigation Findings
- Corrective Action Logs
- Inventory Management Records

Review & Revision

This SOP will be reviewed annually or upon significant incident occurrence to ensure ongoing effectiveness and relevance.