

SOP: Periodic Review and Audit of Damaged Goods Handling Process

This SOP defines the **periodic review and audit of damaged goods handling process**, detailing the procedures for regular assessment and evaluation of the methods used to manage damaged products. It ensures compliance with quality standards, identifies process inefficiencies, verifies proper documentation and reporting, and implements corrective actions to improve overall handling practices. The goal is to maintain product integrity, reduce losses, and enhance operational efficiency through systematic reviews and audits.

1. Purpose

To outline the procedures for periodic reviews and audits of the damaged goods handling process to ensure quality compliance, minimize losses, and continually improve operations.

2. Scope

This SOP applies to all employees involved in the handling, storage, documentation, and management of damaged goods at [Company Name] warehouses and facilities.

3. Responsibilities

- **Warehouse Supervisor:** Coordinate reviews, ensure procedures are followed, and maintain records.
- **Quality Assurance Team:** Conduct audits and report findings.
- **Operations Manager:** Approve corrective actions and ensure implementation.
- **All Staff:** Cooperate during audits and follow guidelines on damaged goods handling.

4. Procedure

1. **Scheduling Reviews:**
 - Periodic reviews and audits are to be conducted at least **quarterly** or as otherwise scheduled by management.
2. **Preparation:**
 - Compile all records related to damaged goods (incident logs, photos, inventory adjustments, disposal forms).
 - Ensure all participants are notified ahead of the review date.
3. **Conducting the Audit:**
 - Inspect storage areas for compliance with isolation and safety standards.
 - Verify completeness and accuracy of documentation for each damaged product.
 - Assess effectiveness of current handling, segregation, and disposal procedures.
 - Identify recurring issues, process bottlenecks, or areas of non-conformance.
4. **Reporting:**
 - Prepare an audit report summarizing findings, non-conformities, and recommendations.
 - Distribute the report to Warehouse Supervisor, Operations Manager, and relevant staff.
5. **Corrective Actions:**
 - Develop an action plan for each identified issue.
 - Assign responsibilities and deadlines for corrective measures.
 - Follow up on the implementation and record results.
6. **Documentation and Recordkeeping:**
 - Maintain all audit checklists, reports, and action plans for a minimum of [X] years.

5. Documentation

Document	Description	Retention Period
Audit Checklist	Step-by-step guide for performing reviews	[X] Years
Audit Report	Findings and recommendations from the audit	[X] Years
Corrective Action Log	Details of actions taken for process improvement	[X] Years
Damaged Goods Records	Logs and supporting evidence for damaged items	[X] Years

6. Review & Revision

- This SOP shall be reviewed annually or whenever significant process changes occur.
- Propose updates as required for continuous improvement.

7. References

- [Company Policy: Goods Handling & Quality Standards]
- [Applicable Laws & Regulations]

8. Approval

Name	Title	Signature	Date