

# SOP Template: Supplier Communication and Order Placement Protocol

This SOP details the **supplier communication and order placement protocol**, covering procedures for effective supplier engagement, communication channels, order requisition and approval processes, documentation standards, delivery scheduling, and follow-up actions. Its goal is to streamline procurement activities, ensure timely and accurate order fulfillment, maintain supplier relationships, and optimize inventory management through clear and consistent communication practices.

## 1. Purpose

To establish a standardized process for communicating with suppliers and placing orders to ensure timely procurement, maintain good supplier relationships, and support efficient inventory management.

## 2. Scope

This SOP applies to all employees involved in procurement and supply chain management, including sourcing, purchasing, inventory control, and department heads responsible for order requisition and approval.

## 3. Responsibilities

- **Procurement Officer:** Initiates and tracks communication with suppliers; maintains records.
- **Department Heads:** Authorize and approve purchase requisitions.
- **Receiving Team:** Confirms delivery and handles inspection upon receipt.
- **Finance Department:** Processes supplier payments as per approved documentation.

## 4. Procedures

### 4.1 Supplier Engagement & Communication Channels

1. Maintain an updated list of approved suppliers with contact details.
2. All communication must be documented via official channels (email or procurement system).
3. Critical discussions or agreements reached via phone should be summarized and emailed for record.
4. Establish regular check-ins with key suppliers as needed.

### 4.2 Order Requisition & Approval

1. Department identifies material/service requirement and submits a formal requisition.
2. Procurement reviews the requisition for completeness and budget compliance.
3. Obtain necessary approvals from authorized personnel.

### 4.3 Order Placement

1. Prepare purchase order (PO) with clear specifications: item description, quantity, price, terms, and delivery date.
2. Send PO to supplier via approved communication channel, requesting written confirmation.
3. Log PO details in procurement/order tracking system.

### 4.4 Documentation Standards

1. Retain copies of all communications, purchase requisitions, POs, quotations, order confirmations, and relevant correspondence.
2. Store documents digitally and/or physically as per company policy.

### 4.5 Delivery Scheduling & Receiving

1. Confirm delivery schedule with supplier and communicate expected delivery window to receiving team.
2. Upon delivery, inspect items for conformance with PO and report discrepancies immediately.
3. Sign and archive delivery notes and inspection reports.

### 4.6 Follow-Up Actions

1. Monitor order and delivery status; send reminders as needed for delayed orders.
2. Document and resolve any issues with suppliers (e.g., quality, quantity, delivery delays).
3. Provide regular supplier performance feedback to management.

## 5. Records Management

- Maintain all supplier-related documents for a minimum of *three years* or as per company policy.
- Ensure confidentiality and secure access at all times.

## 6. Communication Matrix

| Communication Type           | Channel                  | Responsible Party                  | Frequency   |
|------------------------------|--------------------------|------------------------------------|-------------|
| Initial Supplier Contact     | Email/Phone              | Procurement Officer                | As Required |
| Order Placement/Confirmation | Email/Procurement System | Procurement Officer                | Per Order   |
| Delivery Scheduling          | Email/Phone              | Procurement Officer/Receiving Team | Per Order   |
| Order Follow-ups             | Email/Phone              | Procurement Officer                | As Needed   |
| Issue Escalation             | Email/Meeting            | Procurement Officer/Management     | As Required |

## 7. Review and Continuous Improvement

- This protocol will be reviewed annually or following significant process changes.
- Feedback from staff and suppliers should be documented and considered for process improvements.

## 8. References

- Company Procurement Policy
- List of Approved Suppliers
- Document Retention Guidelines