

Standard Operating Procedure (SOP): Packaging and Order Assembly Process

This SOP details the **packaging and order assembly process**, covering the selection of appropriate packaging materials, accurate picking and assembling of products, quality inspection, labeling, and preparing orders for shipment. It ensures that all orders are packaged efficiently and securely to maintain product integrity during transit, enhance customer satisfaction, and streamline warehouse operations.

1. Purpose

To establish a consistent and efficient process for packaging and assembling customer orders, ensuring product safety and accuracy prior to shipment.

2. Scope

This SOP applies to all warehouse and fulfillment staff involved in order picking, assembling, packaging, inspection, and shipping preparation.

3. Responsibilities

- **Warehouse Workers:** Pick and assemble orders, select packaging, perform quality checks, and pack items.
- **Supervisors:** Ensure adherence to this SOP and perform random quality inspections.
- **Shipping Staff:** Label and stage packages for dispatch.

4. Procedure

4.1 Order Picking

1. Retrieve the order details from the order management or ERP system.
2. Locate the products in the designated storage area using inventory location codes.
3. Pick products in the correct types, quantities, and batch/lot numbers as per order instructions.
4. Place picked items in an order tote or bin labeled with the order number.

4.2 Selection of Packaging Materials

1. Assess the size, shape, weight, and fragility of the items to determine appropriate packaging.
2. Select suitable packaging materials (e.g., boxes, bubble wrap, paper fill, mailers).
3. Ensure packaging is clean and free from defects.

4.3 Assembly and Packing

1. Conduct a visual inspection of items for damage or defects.
2. Compare items against the order slip to ensure completeness and accuracy.
3. Wrap items individually as needed to prevent damage.
4. Arrange products securely within the package, adding void fill or padding as required.
5. Seal the package using designated tape or closure methods.

4.4 Quality Inspection

1. Supervisor or designee performs spot-checks for:
 - Order accuracy (product type and quantity)
 - Packaging integrity and security
 - Proper labeling
2. Document and correct any discrepancies found.

4.5 Labeling and Documentation

1. Generate and print shipping labels using the order management system.
2. Affix the correct shipping label securely to the designated location on the package.
3. Include packing slip or required documentation inside or affixed to the package as specified.

4.6 Staging for Shipment

1. Place completed and labeled orders in the appropriate shipping area, separated by carrier or delivery method if necessary.
2. Update order status in the order management system to reflect readiness for shipment.

5. Safety & Quality

- Wear required PPE (Personal Protective Equipment) at all times.
- Follow lifting and handling guidelines to prevent injury.
- Report any hazards or incidents to the supervisor immediately.

6. Documentation

- Order slips / pick lists
- Packing slips
- Shipping labels
- Inspection logs (as applicable)

7. Revision History

Version	Date	Author	Description of Change
1.0	2024-06-05	Admin	Initial Draft