

SOP: Procedure for Reporting Damaged or Missing Items

This SOP details the **procedure for reporting damaged or missing items**, including identifying and documenting the issue, notifying the appropriate personnel or department, completing required forms or reports, following up on investigation and resolution, and maintaining accurate records to ensure accountability and timely action. The objective is to streamline the reporting process to minimize losses and maintain operational efficiency.

1. Purpose

To provide clear guidelines for staff to report damaged or missing items promptly and ensure effective and documented resolution.

2. Scope

This procedure applies to all employees handling company property, inventory, or supplies.

3. Responsibilities

- **All Staff:** Immediately report any damaged or missing items.
- **Supervisors/Managers:** Investigate, resolve, and document the incident.
- **Inventory/Asset Management Department:** Maintain records and follow up for accountability.

4. Procedure

- 1. Identification**
Upon discovering a damaged or missing item, the staff member records the details, including:
 - Item description and identification number (if applicable)
 - Location and date/time of discovery
 - Description of damage or circumstances of loss
- 2. Documentation**
Complete the **Damaged/Missing Item Report Form** (see template below), including supporting evidence such as photos or witness statements if available.
- 3. Notification**
Notify the immediate supervisor and/or designated department (e.g., Inventory Control or Facilities Management) within one business day of discovery.
- 4. Submission**
Submit the completed report form via the designated channel (email, online portal, or in person).
- 5. Investigation & Resolution**
Assigned personnel investigate the incident, confirm receipt of the report, and determine corrective actions. Update the reporting employee on progress/resolution.
- 6. Recordkeeping**
Store all documentation securely and update inventory/asset records as needed. Close the incident record once resolved.

5. Damaged/Missing Item Report Template

Field	Description
Item Description	Name, type, and unique identifier if available
Location	Where item was located/stored
Date/Time of Discovery	When item was found damaged or missing
Condition/Details	Description of damage or loss (include photos if possible)
Person Reporting	Name and position of person reporting
Immediate Action Taken	Steps taken upon discovery (isolation, notification, etc.)

Supervisor/Manager Acknowledgement	Signature and comments
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6. References

- Company Inventory Management Policy
- Asset Control Procedures

7. Revision History

Date	Version	Description
2024-06-03	1.0	Initial SOP template issued