



Procedure

RECEIPT OF GOODS IN WAREHOUSE

AUTHOR

Quality Assurance Assistant	Signature.....
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VERIFICATION

Quality Assurance Manager	Signature
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AUTHORIZATION

Quality Assurance Manager	Signature
	Date 20.06.2013

Expiry Date 20/06/2015



Re-Approvals Form

REAPPROVED ON _____
EXPIRES ON _____
QUALITY ASSURANCE _____

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0. Revision Matrix

REVISION	DATE	UPDATE CARRIED OUT AND REASON FOR UPDATE
01		The process of how materials are received inside the warehouse was added in order to ensure that incoming materials are protected from environmental factors. Date Rev. 00 Withdrawn: 24/06/2013
02		 Date Rev. 01 Withdrawn
03		 Date Rev. 02 Withdrawn
04		 Date Rev. 03 Withdrawn
05		 Date Rev. 04 Withdrawn
06		 Date Rev. 05 Withdrawn
07		 Date Rev. 06 Withdrawn
08		 Date Rev. 07 Withdrawn
09		 Date Rev. 08 Withdrawn



1. Scope and Application

To achieve the correct execution of operations envisaged at this stage, with particular reference to:

- checks to be carried out on incoming goods;
- taking charge, labeling and placing in quarantine;
- management of any anomalies.

2. Responsibility

Warehouse operators are responsible for the receipt of goods:

- from outside suppliers.
- Intermediates and finished products from the production department.
- Returns from the production department.

3. Procedure

Materials are introduced inside the warehouse as follows: the warehouse operator shall cover the packages received (while they are still inside the container for incoming materials or prior to consignment into the warehouse for materials coming from other departments) and unload them into the receiving area of the raw materials warehouse (demarked in red). The doors of the raw materials warehouse are then closed by the warehouse keeper prior to resuming handling of the materials.

A. GOODS RECEIVED FROM EXTERNAL SUPPLIERS

The warehouse operator shall carry out the following checks before accepting the material inside the warehouse:

- **verification of conformity of the accompanying documents**
- **verification of identity**
- **integrity check**
- **verification of cleaning**
- **verification of quantities**

These checks are to be conducted according to the methods described below.

1. INSPECTIONS of GOODS on arrival, PRIOR to UNLOADING

Upon arrival of the goods, the warehouse personnel assigned must have a copy of the order documentation, and perform the following checks before unloading:

- **Verification of the conformity of the accompanying documents**
Verify that the contents of the accompanying documentation coincides with that of the order documentation and that the limits shown in the manufacturer's certificate of analysis conform to those set out in the specification.
All accompanying documentation shall be collected and filed.



2. UNLOADING and VERIFICATIONS to be carried out in the presence of the COURIER

Unloading must be carried out in the receiving bay, using appropriate means and in accordance with safety regulations and taking the necessary precautions to safeguard the integrity of the goods.

Since taking charge of the goods is managed on the basis of individual original batches, different batches of the same product should be physically separate from each other.

At the same time carry out the following checks:

- **Verify of identity**
Name, batch number and any information mentioned on labels of each container and/or packaging must correspond with those given in the accompanying documents.
- **Integrity check**
Packaging and containers should not have cracks, deformation or deterioration that could affect in any way the quality of the contents. Check the integrity of any closure seals with particular care.
- **Cleaning verification**
Verify that the external surfaces of the packaging and containers are clean: prior to transfer of goods within the warehouse of destination, the exterior surfaces of packaging and containers should always be cleaned and dried.
- **Verification of the quantity**
For each item and for each batch, you must verify that the incoming amount corresponds with that stated on the accompanying documents (any packing and/or container must indicate the quantity, by weight, by volume or by number of pieces).
There are two types of verifications, as follows:
 - a) *Data Control* (if the number of containers is greater than 10)
Using feedback between labels and accompanying documents.
 - b) *Gross Weight Control* (only in the case of starting materials)
Is made by directly weighing the containers and subtracting the net weight.

N.B.: A back control of the net quantity may be made on the basis of withdrawal records once the entire batch has been used up.

3. REGISTRATION OF THE CHECKS PERFORMED

For each batch of goods received from outside suppliers, Quality Assurance/Warehouse personnel must provide, the “Warehouse Product Receipt Form: Goods Inwards” (M.SOP.001/All.01), showing the following information:

- a) Takeover number from warehouse register (taking charge no. _____) and the takeover date (date _____);



- b) Product information: name, code, assigned batch number; name of the manufacturer and the original batch number (Lot number);
- c) Amounts recorded upon taking charge: with the indication of the net quantity (net quantity (kg)), the number of containers (containers) and size;
- d) Special storage conditions;
- e) Special product hazards (Hazard Identification, etc.).

Quality Assurance/Warehouse personnel document the above information by computer, reporting also the code of the destination warehouse. Once this information has been inserted, Quality Assurance/Warehouse personnel print and sign the document and proceed to manually record the outcome of the verification checks carried out, reporting the judgment of compliance, any notes, signature and date.

In the case that during previous checks, a non-conformity was identified, such as:

- presence of unrequested goods as a result of shipment error (when it is not possible to return the goods directly to the courier),
- error in quantity,
- breach in integrity of packages or containers,
- cleaning: if the dirt on the container or packaging is such that it cannot be removed by normal means,
- goods not identifiable (unlabeled or with identification data illegible or not understandable),

the non-compliance is reported by Warehouse personnel to Quality Assurance or directly recorded by Quality Assurance. Quality Assurance makes the decision with respect to these goods and conveys the decision taken.

Pending a decision with respect to the destination of the goods, by the function in charge, warehouse operators do the following:

- Take charge of the batch,
- Block and quarantine all the batches of the goods in question, with the application of the quarantine labels.

4. NEXT STEPS

Once the checks are complete, assign the batch number (as defined by M.SOP. 002 "Batch Number Assignment") and take charge of the goods by recording each batch in the warehouse register, and issuing the pertinent warehouse record sheets and identification labels.

After making a copy of the technical documents, all the original documents (technical and administrative) are filed.

5. LABELLING

Identification labels are applied on the body of the containers (unless otherwise stated), in clearly visible locations and without covering supplier identification labels. A state and identification label is applied on each container.

6. REQUEST OF ANALYSIS AND SAMPLING



When this is required, Quality Control or the assigned personnel, sample the batch and Quality Assurance issue the request of analysis. These are forwarded to Quality Control, together with a copy of any technical documents.

All imported goods, positioned in the warehouse, must be accompanied by the manufacturer's certificate of analysis. Quality control, as defined in the CQ.SOP. 008 "General rules for performing analysis", determines whether the product/material respects the limits stipulated by the respective internal specification. For all the starting materials, Quality Control, in accordance with procedure CQ.SOP. 008 "General rules for performing analysis", re-check all analytical tests on the supplier's certificate of analysis.

7. STORAGE OF GOODS

The goods are then stored in quarantine until the Quality Control issues the judgment of approval or rejection, by issuing and forwarding the corresponding identification labels.

In quarantine, goods with special storage conditions must be immediately placed in the appropriate areas.

The transport of raw materials from the receiving bay to the raw materials warehouse takes place by placing containers of each batch on pallets which are transported using forklift. All media used for the movement of goods, must first be cleaned with a special cleaning agent.

Since such transfer takes place through open areas, goods must be covered with towels in the receiving bay prior to their transport.

B. INTERMEDIATE AND FINISHED PRODUCTION PRODUCTS

1. RECEIPT AND VERIFICATION

Upon arrival of each batch within the warehouse, Quality Assurance/Warehouse personnel check the integrity of the packaging and any abnormalities identified are immediately reported to quality assurance.

For each batch, Quality Assurance/Warehouse personnel must prepare, the "Warehouse Product Receipt Form: Internal Production" (M.SOP.001/All.02), showing the following information:

- a) Takeover number from the warehouse register (taking charge no. _____) and the takeover date (date _____);
- b) Product information: name, code, batch number, manufacture date;
- c) Quantity recorded upon taking charge: net quantity (kg), number of containers and size;
- d) Special storage conditions;
- e) Special product hazards (Hazard Identification, etc.).

Quality Assurance/Warehouse personnel document the above information by computer, reporting also the code of the destination warehouse. Once this information has been inserted, Quality Assurance/Warehouse personnel print



and sign the document and proceed to manually record the outcome of the verification checks carried out, reporting the judgment of compliance, any notes, signature and date.

In the case of a non-compliance detected by Warehouse personnel, Quality Assurance and Production have to be informed.

2. TAKING CHARGE

At the end of the reception, each batch is taken in charge by:

- Data logging in the stock register.
- Issuing the warehouse record sheet.

Each batch is placed in quarantine, in accordance with procedure M.SOP.003 "Management of Batch Status".

In quarantine, goods with special storage conditions must be immediately placed in the appropriate areas.

3. COMMUNICATION TO LOGISTICS

The taking charge of each batch is communicated to sales/logistics department.

C. LEFTOVERS FROM PRODUCTION RETURNED TO WAREHOUSE

1. RECEIPT AND TAKING CHARGE

- Upon arrival of any leftover raw materials from the production department, warehouse operators perform the following checks:
 - Conformity of identity and quantity, using a copy of the bill of materials (completely compiled) (which acts as a delivery card) with the labels of each container or packaging.
 - Integrity and cleanliness of the containers and packaging.
- at the end of the reception, each product must be returned to the original location and this must be registered in the respective warehouse record sheet. Actual amount of material loaded is given in the bill of materials by the amount shown under "Total Amount Loaded". This value must be equal to the difference between "Quantity Dispensed" and "Remainder".

4. Documentation

Attachments

M.SOP.001/All.01 Warehouse Product Receipt Form: Goods Inwards
M.SOP.001/All.02 Warehouse Product Receipt Form: Internal Production



The labels and record sheets used in completing the steps in this procedure are described in the specification M.SPC.001 "Warehouse Documentation".
Quality Assurance/Warehouse archives all documentation, including the original manufacturer's certificate of analysis for 10 years.