

Goods Receiving SOP

Document: NLG-WH-011 · Version 1.0 · Scope: central warehouse and transit hubs

FREE SAMPLE · LANGUAGE 1 · ENGLISH

1. Purpose

To define the checking and recording steps for incoming goods, ensuring stock accuracy and early detection of damage or discrepancies.

2. Scope

This procedure covers dock staff, shift supervisors and the inventory management office.

3. Procedure

- Check the delivery note against the purchase order.
- Inspect packaging, seals and quantities before signing for delivery.
- Record the goods in the WMS within 2 hours of unloading.
- Report any damage or discrepancy immediately, with photos attached.

4. Non-Conforming Goods

Non-conforming goods are isolated in the quarantine area and the supplier is notified within 24 hours.

5. Records

Receiving records are kept for 24 months and reviewed monthly by the quality manager.

6. Staff Roles & Training

Dock staff complete WMS training before handling receipts unsupervised; the shift supervisor verifies and co-signs the first five receiving transactions of every new team member.

7. Technology & Systems

Barcode scanning is mandatory for every line item; manual entry is permitted only when a label is unreadable, and must be flagged in the system for a supervisor's follow-up check.

8. Continuous Improvement

Recurring discrepancy patterns with a given supplier are escalated to procurement for a supplier performance review, and the quality manager tracks a rolling 90-day accuracy rate by supplier.

收货标准作业程序

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FREE SAMPLE · LANGUAGE 2 · CHINESE (MANDARIN)

1. 目的

规定入库货物的核查与记录步骤，确保库存准确并及时发现损坏或差异。

2. 适用范围

本程序适用于码头人员、班次主管及库存管理部门。

3. 操作步骤

- 核对送货单与采购订单是否一致。
- 签收前检查包装、封条及数量。
- 卸货后2小时内于仓库管理系统（WMS）中登记货物。
- 如有损坏或差异，须立即报告并附上照片。

4. 不合格货物

不合格货物应隔离存放于待检区，并在24小时内通知供应商。

5. 记录保存

收货记录保存24个月，由质量经理每月审查一次。

6. 人员职责与培训

码头人员在无人监督处理收货前须完成仓库管理系统（WMS）培训；班次主管须核实并共同签署每位新team成员的前五笔收货交易。

7. 技术与系统

每个品项均须使用条码扫描；仅当标签无法读取时方可人工录入，并须在系统中标记以供主管后续核查。

8. 持续改进

若某供应商反复出现差异情况，须上报采购部门进行供应商绩效评估，质量经理按供应商跟踪滚动90天的准确率。