



WAREHOUSE MANAGEMENT Standard Operating Procedure

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Change control

► All changes suggested should be documented in the Change Control Form (Refer table below) and sent for processing to HOD-Supply chain who will be responsible for making changes, additions and deletions and intimating all the custodians of this manual accordingly.

Section / Chapter	Para Ref.	Existing Procedure	Suggested Procedure	Initiated By	Authorized By

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Introduction (1/2)

The primary objective of warehouse operations will be to receive the right material, store in the right form and deliver in a timely and cost effective manner.

In order to achieve the primary objective, the warehouse operations team must perform activities to:

- ▶ Maximize the storage space utilization
- ▶ Maximize labor/employee utilization
- ▶ Ease SKU handling and accessibility
- ▶ Assure the designed inventory turns
- ▶ Minimize warehouse's operating expenses

Objective of warehouse management SOP:

- ▶ To establish standard guidelines for material storage and handling in warehouse
- ▶ To establish standard procedures for various warehouse management activities
- ▶ To define standard checklist for adherence to compliance requirements
- ▶ To standardize the templates/ formats used for gathering, sharing and comparing information
- ▶ To define key performance indicators for measuring warehouse performance
- ▶ To define an Authority Matrix for the various activities in warehouse management

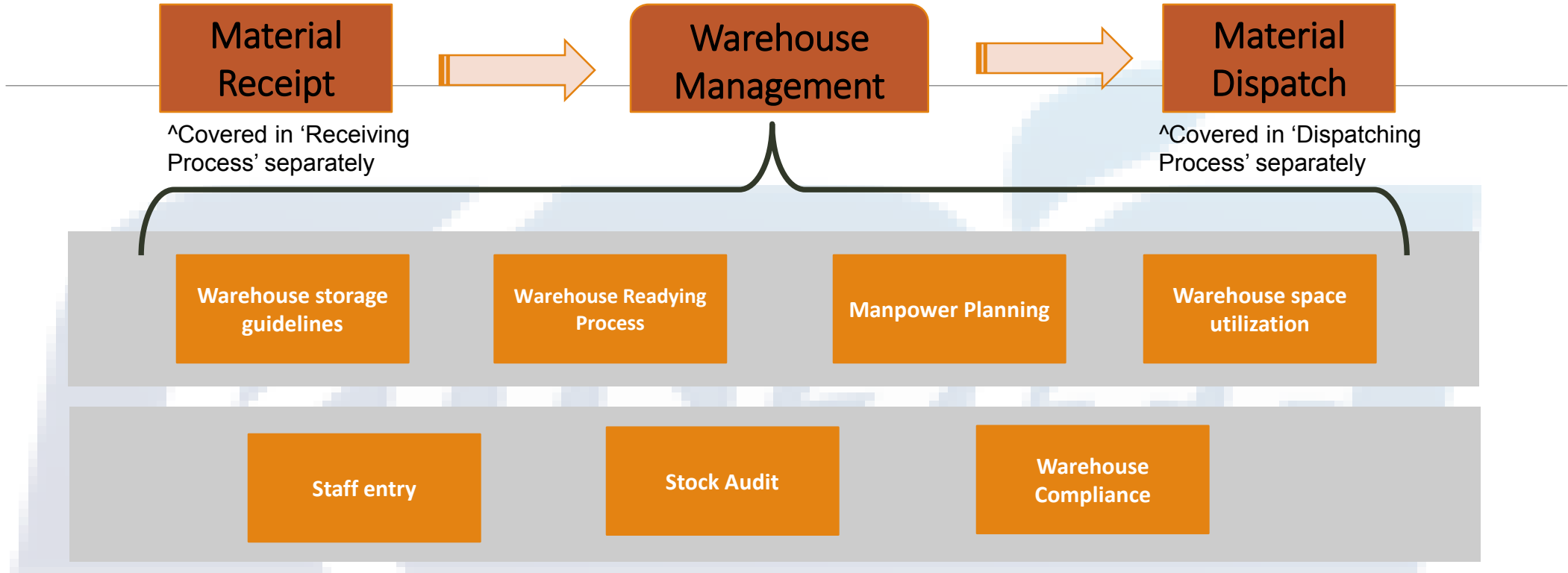
Characteristics of Good Warehouse:

- ▶ Properly defined layout for easy access and mobility
- ▶ Stacking as per norms for maintaining desired shape and form of products
- ▶ Dedicated storage locations for each product for faster identification
- ▶ Trained staff for efficient and safe handling
- ▶ Proper documentation and inventory records
- ▶ Prevention of obsolete/ overstocked inventory
- ▶ Segregated saleable and non saleable stock
- ▶ Properly cleaning and hygiene
- ▶ Safety and security for staff & stocked goods
- ▶ Control of air, light ,humidity & temperature

Key Performance Indicators

KPI	Benchmark	Units	Periodicity of Reporting
▪ Raw Material and Packing Material inventory days	30 days		
▪ Finished Goods inventory days	30 days (overall) Hub - 5 to 10 days Depot - 20 to 25 days		
▪ Aged inventory at any location for single season product older than 6 months	Nil		
▪ Expired stock older than 3 months	Nil		
▪ Near expiry material with expiry within 3 months	Nil		
▪ Vehicle Turn Around Time (TAT) for loading	Depots - 3 hours Hubs- 5 hours		
▪ Vehicle Turn Around Time (TAT) for unloading	Depots- 3 hours Hubs- 3 hours		
▪ Observations in Internal Audit (reports – Statutory Non compliance, observations pertaining to safety, cleanliness, health etc.	Nil		
▪ Observations in Self Audits	Nil		

Scope



GROUP

Warehouse storage guidelines (1/13)

1. Storage Area:

Storage area should have sufficient capacity to allow orderly storage of the various categories of materials and products, saleable stocks, rejected, returned or recalled products

The storage area should be evaluated on the basis of depot space location guidelines considering the approximate dimensions of the products, peak demand inventory norms, stacking norms, open space, space allocated for office areas etc.

After a fixed frequency, the storage space should be evaluated and if required recommendation for new/ additional storage area should be sent to the concerned personnel

Goods which require special storage condition as mentioned on the labels or otherwise (eg. Temp., Humidity etc.) should be checked and stored in such conditions only

The temperature inside the storage area should be frequently monitored especially in hot weather. Provision for maintaining an ambient temperature to be provided in case of extreme weather

Provision for proper ventilation and exhaust of fumes to be provided in storage area to avoid accumulation of chemical fumes inside the storage area

Store the boxes on wooden/ plastic pallets with adequate space for cleaning and inspection

The different categories of goods shall be stored in such a manner as to prevent contamination, mix ups and cross fumigation

Adequate lighting shall be ensured in the storage area to enable all operations to be carried out accurately and safely

Broken/ Leaky/ Damaged stock shall be separately kept away from saleable stock in a dedicated demarcated area

Use air circulation & protection against rodents

Keeping a space at least 50cm between the rows of pellets and walls

Warehouse storage guidelines (2/13)

Specific storage space for each products

In case of shelves, clear labeling of products should be there

Adequate space should be provided for each goods

All boxes in stock should be closed

Pesticide (Insecticide and Fungicides) & Herbicide products should stored in separate place and signed board also should be there for its identification.

Safe, orderly & dispatch of all products - -racking & shelving system should have good mechanical strength

Refer **Annexure - I** for Warehouse Layout Design

1.1 Stacking guidelines

- Cemented Floor for level / even stacking
- Ensure that all the stacks are straight, stable and self supporting
- Wooden/ PVC pallets provided under all stacks
- Stacking of cartons and drums should always be “Front up pattern” i.e. the front side shall face front and top side shall face top so that there is no leakage etc and batch numbers are visible
- Stacking should be batch-wise. Materials of different batches should be kept separately.
- Bags should be stored in interlocking rows
- At-least 50 cm space provided between walls and material
- At-least 20 cm space provide between two rows

Warehouse storage guidelines (3/13)

- The stacking level for various products should be maintained as per stacking norms of the company:
- All the stacks should be easily countable
- Damaged stocks stored separately
- Stacking rows should be easily accessible for cleaning
- Refer **Annexure - II** for Stacking Checklist

1.2 Display Boards

- "No Smoking" board displayed inside Depots
- "No Naked Flame" board displayed inside Depots
- All Emergency Contact No's available on the displayed board
- Telephone No's of "Fire Helpline" & "Police" displayed prominently in the Warehouse
- The address board of regional office and Godown address at outside Godown
- A board of our bankers outside Godown
- Instructions on how to use fire extinguishers in Godown
- Performance Scorecard : MAPE, Dispatch Plan adherence (for Hubs), Inventory turnover, Blocked stock, Expired stock, near Expiry stock etc.

Warehouse storage guidelines (4/13)

1.3 Physical security:

- Security Guards to be deployed in Day and Night
- Access to storage location to be restricted to authorized personnel only
- Regular inspection to be carried out for any visible cracks or access
- Separate Entry Register to be maintained at entrance to record all authorized accesses
- Keys to the warehouse to be kept with authorized personnel only
- Any operation / activity shall be carried out within the storage area in presence of Supervisor and security personnel
- Handheld cameras provided to depot/ Warehouse In charges for any incident reporting
- CCTV cameras should be installed along with provision for online monitoring

WAREHOUSE STORAGE GUIDELINES (5/13)

.. Material handling:

Any movement of the material, at the time of receipt, dispatch or shifting will be done carefully under supervision and by trained labor to avoid any damage during movement.

Heavy/ Bulky loads should be not be manually lifted .For such material, proper lifting equipments like fork lifts should be used

Lifting equipments only as per their rated capacities should be used

Labor should be trained on safe material loading techniques to avoid any injury

Personal protective gears like gloves, safety shoes , masks etc. should be worn by the labor handling material

Hooks should not be used on Bags

Boxes and Drums should be carefully lifted to avoid any impact on placement

The saleable stock will be weekly checked for any signs of breakage/ damage/ leakage during storage and the material will be segregated and stock will be updated accordingly in SAP.

Material Handling (Loading and Unloading charges at Hubs and depots)

Material handling charges (loading and unloading charges)

For company owned depots, the depot in charge will obtain quotations from local contractors/ individual labor.

Compare the quotes with prevailing benchmark rates, especially other agro chemical companies.

Obtain approval from the Regional Logistics Manager and GM SCM.

The loading and unloading charges will be fixed for at-least a quarter (preferably a year).

In case of any revision of loading and unloading charges, the depot in charge will obtain approval from Regional Logistics Manager.

Warehouse storage guidelines (6/13)

Material Handling checklist

Know the approximate weight of the item before you attempt to lift it.

Do not manually lift heavy material, for heavy material, use proper lifting equipments like fork lifts, hand dollies, trolleys etc.

Before using any lifting equipment, verify the rated capacity of the equipment

Before using any lifting equipment, read and understand the working of the equipment

Avoid lifting of cartons on back

Do not lift a load if you are not sure that you can handle it safely.

Do not attempt to lift a load that is too heavy or too bulky for you.

Always use help/ assistance for lifting heavy loads

Personal protective gears like gloves, safety shoes , masks etc. should be worn by the labor handling material

Do not use hooks on Bags

Boxes and Drums should be carefully lifted to avoid any impact on placement. Use sand bags as cushion to avoid impact and damage

Walkways should be cleared and obstruction free during material movement

Any loose wires, ropes or protusions should be checked to avoid tripping over

All cartons, boxes, buckets and drums should be vertically lifted as per the arrow direction on the label (Top side up)

Avoid direct contact with Damaged/ Leaky material

Use a stepladder or stepstool to reach high places. Do not use unstable objects like tables, chairs etc.

Use a power grasp for loads with handles and ledge grasp for loads without handles

Do not lift or carry items by the packing straps or cords.

Warehouse storage guidelines (7/13)

Lifting guidelines:

1	Look and plan ahead. Make sure your path is free of obstructions, debris and slip and fall hazards such as grease, oil, water, etc.
2	Ensure that you can lift the load without over-exertion.
3	Ensure that the load is “free” to move.
4	Check that you can get a good grip of the load.
5	Stand over the object.
6	Place your feet so you are balanced.
7	Bend your knees (not beyond 90 degrees) and keep your back comfortably upright.
8	Grip the object with your two whole hands (not just the fingers) so you can hold it securely. Avoid grasping the ends of long items.
9	Tighten your abdominal muscles.
10	Tuck your chin into your chest.
11	Lift by straightening your legs. Use your legs to lift.
12	Lift smoothly without jerking.
13	Hold the load close to your body.
14	Move your feet if you must turn while lifting. Do not twist your body.
15	When walking with a load, take short steps.
16	Keep the load at a reasonable height

Warehouse storage guidelines (8/13)

Lowering guidelines (putting a load down):

- 1 Take a wide stance with one foot in front of the other.
- 2 Keep the load close to your body.
- 3 Keep your back straight. Do not bend over when setting a load down
- 4 Bend your hips and knees.
- 5 Set the load down. Keep the load tilted so you do not squat your fingers
- 6 Avoid a jerky release.
- 7 Stand up smoothly, easing your muscles.

Warehouse storage guidelines (9/13)

3. For Dispatching of Goods:

Any dispatch should strictly follow FIFO/ FEFO on the basis of Expiry date

Any dispatch should be done only with complete documentation (Refer detailed **Dispatching Process**)

Only products in good condition should be dispatched unless advised otherwise

Use color coding for easy batch identification

Provision to monitor loading procedure from Head Office using CCTV cameras

Refer **Annexure - III** for color coding scheme for Batch identification

Refer **Annexure - IV** for dispatching checklist

3.1 Transport/ Vehicle checklist

- Regulatory compliance - Vehicle Registration Certificate, Driving License, Insurance, Fitness certificate and Pollution certificate etc checked before issuing loading slips
- Driver and Assistant/s briefed about safe movements
- Driver and Assistant/s checked for inebriated condition
- Only drivers (and not assistants) allowed to drive the vehicle inside the depots
- Board showing dedicated parking areas and restricted areas for vehicles
- Emergency contact no's handed over to drivers, assistants for use in case of need
- Vehicle condition checked as per detailed checklist
- Speed limits to be adhered to
- Refer to **Annexure - V** for detailed vehicle checklist

4. For Receiving of Finished Goods:

Stocks should be received only with complete documentation (Refer detailed **Receiving Process**)

Stock should be stored at product wise designated locations to enable quick identification & controlled stock movement

Non confirming stock should be entered in the system only after appropriate reporting and approvals

Goods should be accepted only after proper checks for quality and quantity. Wherever, appropriate, weighing should be done to verify the gross weights also

Any deviation should be recorded, photographed and reported as per receiving procedure

Provision to monitor unloading procedure from Head Office using CCTV cameras

5. For Receiving of Returned Goods:

Stocks should be returned only after prior approval from authorized personnel (Refer detailed **Sales return process**)

Returned goods should be isolated from saleable finished goods on receipt and reason for the return should be recorded

All receipts of returned goods should be Any deviation should be photographed and reported as per receiving procedure

The quantity to be recorded in system should be the actual quantity received. Empty bottles should be received as per sales Return policy

Warehouse storage guidelines (11/13)

6. Safety, Health and Environment:

Safety practices during movement of material shall be followed

Fire extinguishers of applicable type shall be available in the warehouse at easily accessible locations

Regular maintenance of fire extinguishers will be carried out by third party

Proper training will be provided to the staff on use of fire extinguishers in case of any accident

No disposal of damaged, rejected and expired products on site should be carried out

Godown in-charge / other representatives trained in "First Aid" and "Fire Fighting".

Fire alarms and smoke/ fume detectors should be installed

Fire safety exits should be clearly marked, accessible and obstruction free

6.1 Safety from electrical appliances

- All electrical safety hazardous shall be routinely checked for and identified and rectified
- No Loose wire should be found inside the Godown
- 220v power outlet should be only through plug tops.
- Proper rating Circuit Breakers should be installed
- All the switches should be in good condition.
- All electric wiring should be either fixed or covered and armored cables used.
- All bulbs and tubes should be flame proof and covered with glass.
- Earthing system should be well maintained.
- Provision for Emergency Lighting/ Lamps /Torch kept in the Depots

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Warehouse storage guidelines (12/13)

6.2 First Aid and Incident reporting

- First Aid Box should be made available and kept handy. First Aid box has list of medicines and all medicines are within expiry date
- Alarm Bells for Emergency available
- Provision of clean water and shower for hand / eye wash
- Phone No of nearest Hospital / Doctors available in the office of the godown
- Records of safety meeting maintained. Workmen also participate in the safety meeting at least once a month
- Accident / Incident record maintained at the Depots
- Major / Minor Accident / incident reported to Crystal Supply Chain
- Loss occurred due to accident / incident and type of loss if any
- Accident / incident occurred due to exposure of material in transit

6.3 Cleanliness and housekeeping

- Rodent/ Pest control should be carried out quarterly/ half yearly and logs for the same shall be maintained in the godown
- It should be ensure that there are no gaps/ cracks for the entry of rodents/ insects into the storage area
- Daily cleaning and sanitation activities shall be carried out. Proper dusting of old stock will be carried out
- Checks shall be carried out to identify any signs of water seepage/ leakage through walls/ floor or opening (especially during rainy season). Any openings that may lead to water leakage shall be plugged

6.4 General Hygiene

- Provision for fresh drinking water
- Provision for clean toilets
- Provisions of dustbins

To-Be Warehouse Readying procedure(1/3)

Objective

- To ensure that the warehouse layout facilitates quick storage and picking facility
- To ensure that the locations are well defined in the system and coincide with the Layout design
- To ensure that the storage locations are well defined and have a unique identification number defined in the system.
- The Warehouse layout clearly earmarks the various functional areas such as:

Receiving & Shipping Bay's

Parking location for trucks

Security Station

Material Storage Location segregated into:

- Good Inventory (Insecticides/Fungicides/Herbicides) zone
- Controlled environment zone
- Damaged Inventory zone
- Expired Inventory zone

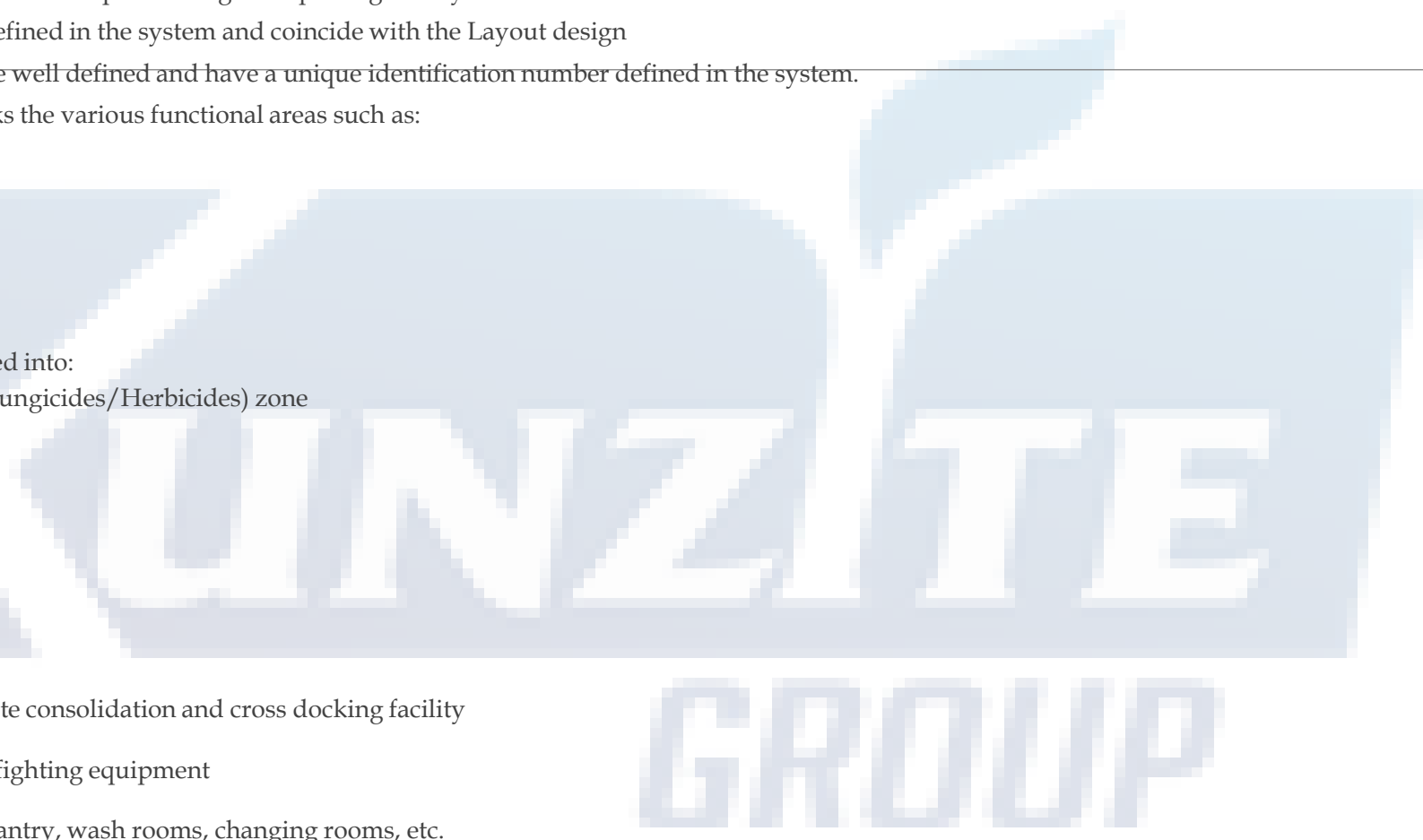
Administration Office

Equipment Storage Location

Order Assembly Location to facilitate consolidation and cross docking facility

Fire exits and placement of the fire fighting equipment

Recuperating section - Employee pantry, wash rooms, changing rooms, etc.



To-Be Warehouse Readying procedure(2/3)

Process:

- The Warehouse Manager will finalize the Layout of the storage of the inventory at the Warehouse after approval from Head Supply Chain.
- The layout shall be prepared based on the peak load, product dimensions, warehouse area and stacking norms
- The Warehouse Manager will ensure that appropriate signage's and clear demarcation lines have been placed to identify:
 - a. The Receiving Bay
 - b. The Dispatching Bay (If the receiving bay and dispatching bay are different)
 - c. The good inventory storage location which may be designed to facilitate Stacking by:
 - Type of goods/ family of goods i.e. Pesticides (Insecticides and Fungicides) ,Herbicides, Pumps, Seeds etc.
 - Estimated Frequency of replenishment to the stores i.e. Fast moving products; slow moving products
 - Stacking format i.e. Pallet stacking, Shelf stacking and Floor Stacking, etc
 - d. The area assigned for storage of damaged & expired products
 - e. 'Hold Zone' for Non confirming material during receipt
 - f. The area assigned for order assembly
 - g. Equipment Storage location and others
- Yellow lines shall be marked to demarcate main passages, distance from the wall and space between stacks.
- The Warehouse Manager will ensure that the equipments being deployed are safe and are in good working conditions.

To-Be Warehouse Ready procedure(3/3)

Process:

- Warehouse Manager will ensure that photo ID cards have been issued to all the permanent personnel's.
- Personnel on daily wages will be issued temporary entry passes and a register notifying their details is maintained at the Security gate of the warehouse

To-Be Manpower Planning procedure

Objectives:

- To ensure that the critical staff strength is maintained at the Warehouse.

Process:

- The Warehouse Manager shall estimates the overall effort required by different employees based on the activities performed (routine and periodic) by different employees
- On the basis of the estimated effort, the Warehouse Manager, estimates the manpower requirement for different roles.
- The following factors would be considered for effort estimation:

Role	Activity
▪ Office Executive	No of SAP entries for receiving, Instances of Non conformance reporting, Order punching and invoicing, Filling of Road Permits, GR updating in SAP, Credit Notes to be prepared, Secondary freight bill verification, Monthly reports, sales return updating etc.
▪ Office Assistant	Collection of cheques and updating of collection records, Payment follow up, couriers dispatch and receipt, bank activities etc.
▪ Loader/ Unloader	No. of incoming shippers, no. of outgoing shippers, segregation of products, sorting of products, putting away of products, leakage/ damage products, housekeeping etc.
▪ Supervisor/ Manager	No. of incoming orders, no. of dispatch orders, unloading and inspection of receipts and dispatched, sample weighing of incoming material, inventory reports (daily, monthly) etc.
▪ Security	No. of vehicles for loading, no. of vehicles for unloading etc.

- Refer template for Manpower effort estimate:



To-Be Stock Audit Guidelines (1/2)

Two types of stock audit will be conducted at Factory Hubs and Depots:

1. Cross Depot self audit will be carried out every quarter by Crystal team
2. Annual third party independent audit will be conducted under Internal Audit department

Cross depot self audit

teams from one depot will perform audit in another depot, teams from hubs will conduct audit at Factory and teams from factory will conduct audit at hubs
audit team will be Supervised by In-charge of the other location (depot/Hub/factory etc.).

cross functional audit will be coordinated at Head Office Supply Chain and overall reporting to Manager - SCM.

audit teams and timelines will be finalized and circulated by Manager - SCM after approval from GM SCM.

instructions for conducting Audit will be circulated to each depot in charge by Manager SCM.

cross functional audits will be conducted at the time of quarterly closure, before the beginning of the next quarter.

cross functional audits will be simultaneously started at all locations and will finished within three days

stock report will be submitted by all audit in charges within three days to Manager SCM along with reasons for shortages/ Excess

any differences to be resolved by CFA or Depot in charges within 15 days of receipt of report

final report of debits/ credits will be forwarded to finance within 1 month of Audit.

To-Be Stock Audit Guidelines (2/2)

Third party annual audit

third party audit firms will be hired as per Internal Audit procedure

third party audits will be coordinated at Head Office by Internal Audit department and Supply Chain and overall reporting to Head - Internal Audit and Manager - SCM.

audit teams and timelines will be finalized and circulated by Manager - SCM after approval from GM SCM and Head - Internal Audit

audits will be supervised by third party team leader

instructions for conducting Audit will be circulated to each depot in-charge by Manager - SCM.

audits will be conducted at the time of annual closure, before the beginning of the next financial year.

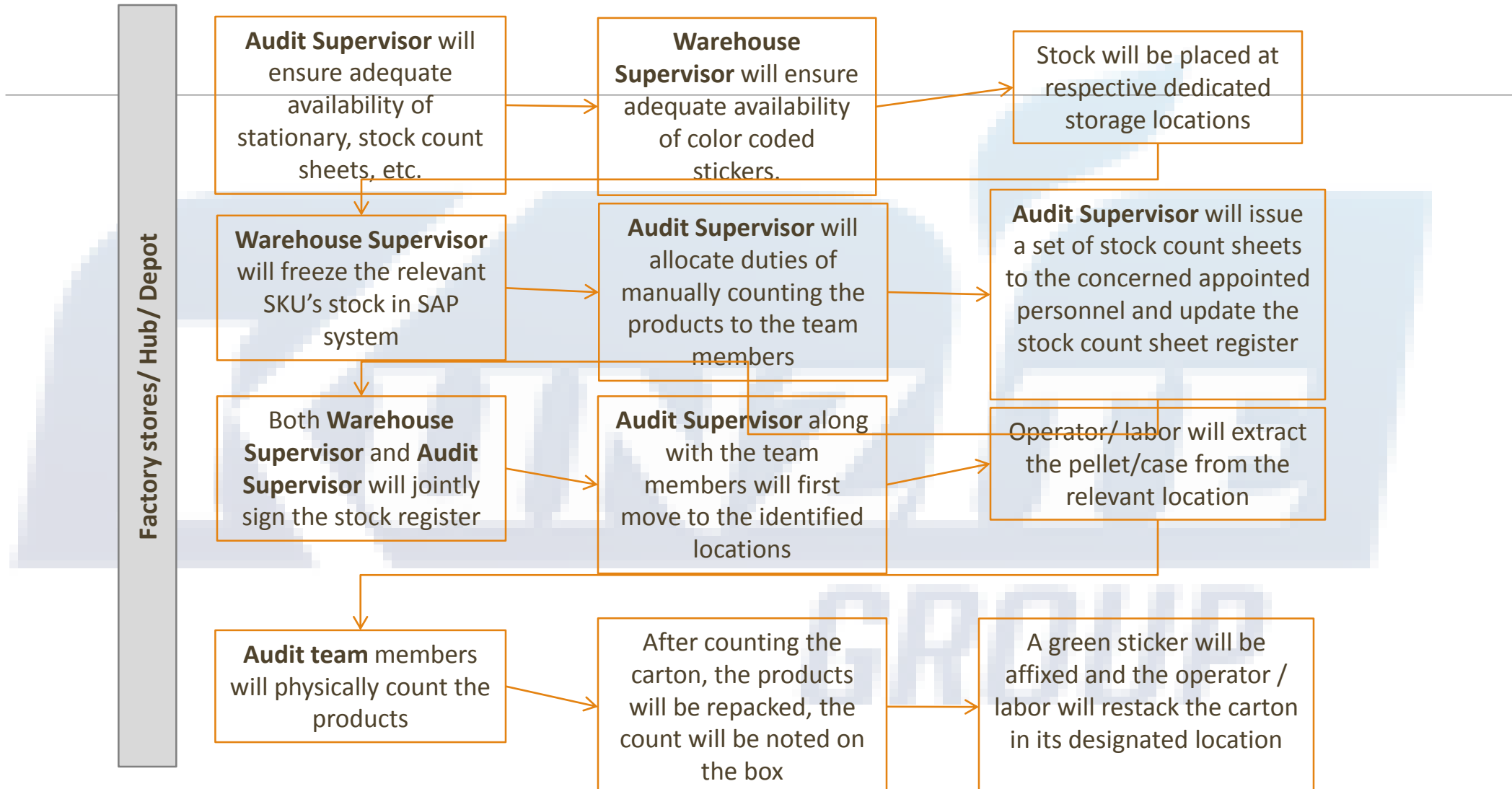
audits will be simultaneously started at all locations and will finished within one week

stock audit report will be submitted by all audit in-charges within three days to Manager SCM and Head - Internal Audit along with reasons for shortages/ excess

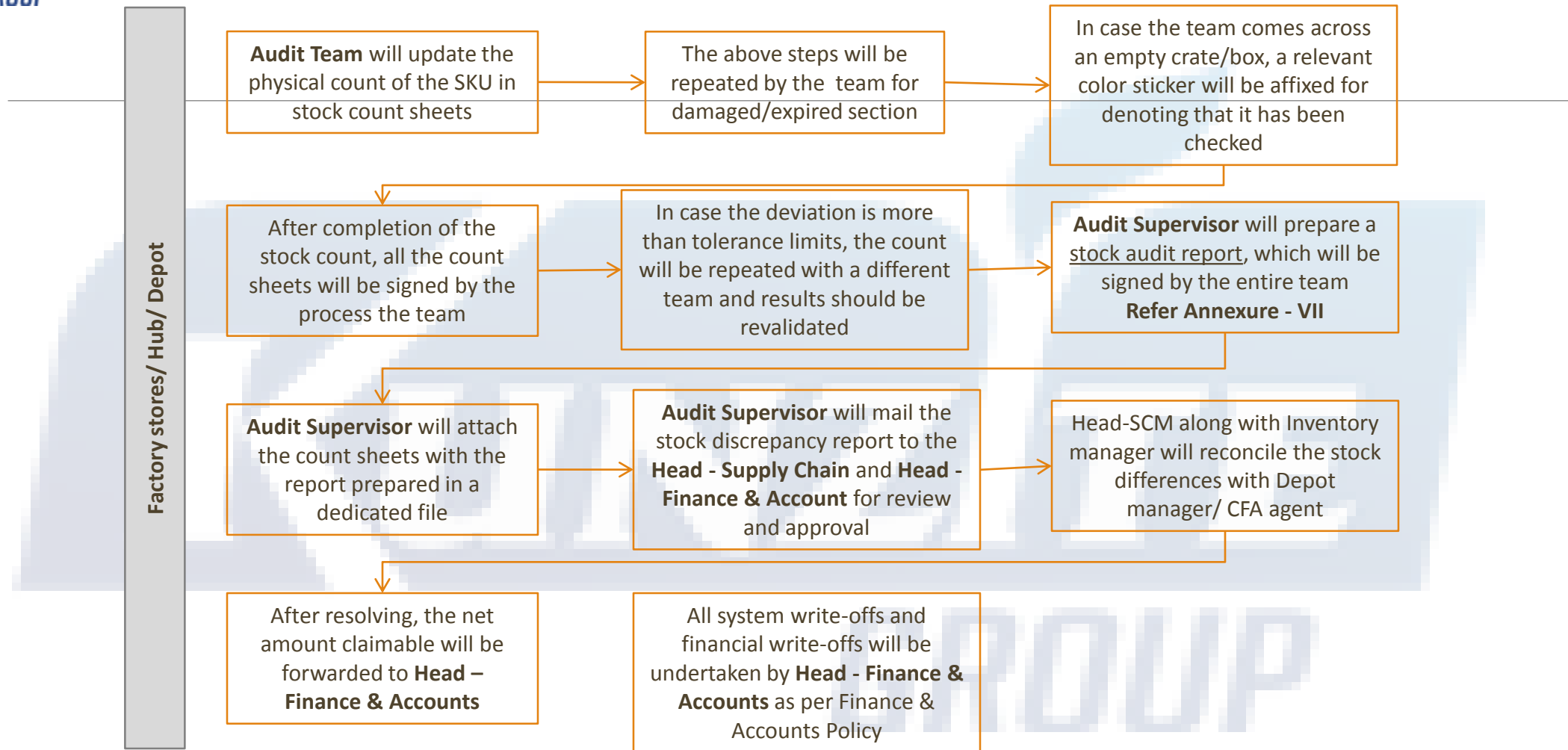
any differences to be resolved by CFA or Depot in-charges within 15 days of receipt of report

final audit report of debits/ credits will be forwarded to Head Office Finance within 1 month of audit by internal Audit Head

To-Be Stock Audit procedure (1/2)



To-Be Stock Audit procedure (2/2)



Duties & Responsibilities (1/2)

1. Warehouse/ Depot/ Store Manager

The Warehouse/ Depot/ Store Manager is responsible for :

- ensuring all 'Statutory' compliance
- arranging the space to keep separation between the products and ensuring that the different types of products are not mixed
- the receipt, inspection, storage, issue and dispatch of material from the Warehouse/ Depot/ Stores
- updated stock records for all the items
- deviation reporting along with necessary documents and photographs
- overall security and safety of the warehouse/ store There should be only one key for the store and should be used after authorized approval
- reporting to the Supply Chain department, who controls the Warehouse/ Depot/ Stores
- any shortage between the physical count and the book stocks
- implementing a system of FEFO (First Expiry First Out)/ FIFO (First In First Out) during the dispatching of material
- overall safety and security of the warehouse including safety audits, upkeep of fire safety devices and conduct of safety drills
- detailed reporting on any incident reporting to Management like fire, accident, injury, theft etc.
- management of Road Permits (Waybills)
- Management and monitoring of company owned transporters

Duties & Responsibilities (2/2)

2. Warehouse/ Depot/ Store Supervisor and Staff

Ensuring proper and safe handling of material during carrying and moving of goods which are intended for storage, shipment and sale

Timely receipt and issue of goods and maintenance of proper records

Training and supervision of Labor and other material handling staff

Ensuring FEFO/ FIFO during dispatch of the materials

Ensuring usage of Personnel protective devices like gloves, facemasks etc. by Labor to avoid health hazards

Reporting of incidents and potential threats to Warehouse Manager. Refer to Annexure XII for Incident reporting form

Management of labor requirement and availability

Maintenance of attendance records of daily wage labor

Company owned vehicle management

While dispatching the goods, priority will be given to dispatches using own vehicle.

Log books shall be maintained at respective dispatching locations to record kilometers run, purpose, location, Invoice No. etc. Refer Annexure X for Log book format.

Daily logs will be checked and authorized at day end by the Depot In-charge.

Fuel payments will be done after verifying original petrol bills from the authorized fueling station.

On monthly basis, average mileage of the vehicle shall be calculated and benchmarked against similar vehicles.

Other expenses like Repair and maintenance charges will be approved by Depot In-charge and will be sent to Head Office Finance along with original bills.

Depot In-charge will also keep track of repair and maintenance and additional charges incurred on the vehicle.

Handling of Promotional/ Gift items

Gift/ promotional items shall be received against a valid Purchase Order/ manual challan _____

A separate stock record shall be maintained in Excel for Gift/ Promotional items. Refer Annexure XII for stock record for promotional items

Dispatch of Gift/ promotional items shall be on manual challan. No Gift/ promotional items shall be dispatched without manual challan.

Request for dispatching of gift/ promotional items shall be received from RSM after approval from RLM.

Stock inventory of such material will also be conducted along with quarterly stock audit

Valuable items shall be kept in Lock and key with authorization to Hub/ Depot in-charge.



Warehouse Compliance Checklist #(1/2)

Address Boards displayed with Registered Office and Head Office address

Sales Tax / VAT Registration Certificate to be displayed

Service Tax registration is renewed and is current

Pesticides & Insecticides Registration Certificate (RC) Displayed

Seeds Registration Certificate (RC) Displayed

Trade License - certificate available / renewed for current period

Municipal / Panchayat - certificate available / renewed for current period

Contact Labor Registration , if any

Weighing Scale calibrated by Metrological Officer

Shops & Commercial Establishments Registration displayed

PF, ESI Registration - Payment proof/ challans/ returns available for inspection

Service Tax payments up-to-date -documents available for inspection

Damaged stock declared as 'Not for Sale' with (X) marked

Stock register are kept in local office

Records of damaged / expired insecticide stocks

First Aid Instructions required under Insecticides Act displayed

First Aid box available

Godown Property ownership/ rent documents



Warehouse Compliance Checklist #(2/2)

Building 'No objection Certificate' from local municipality

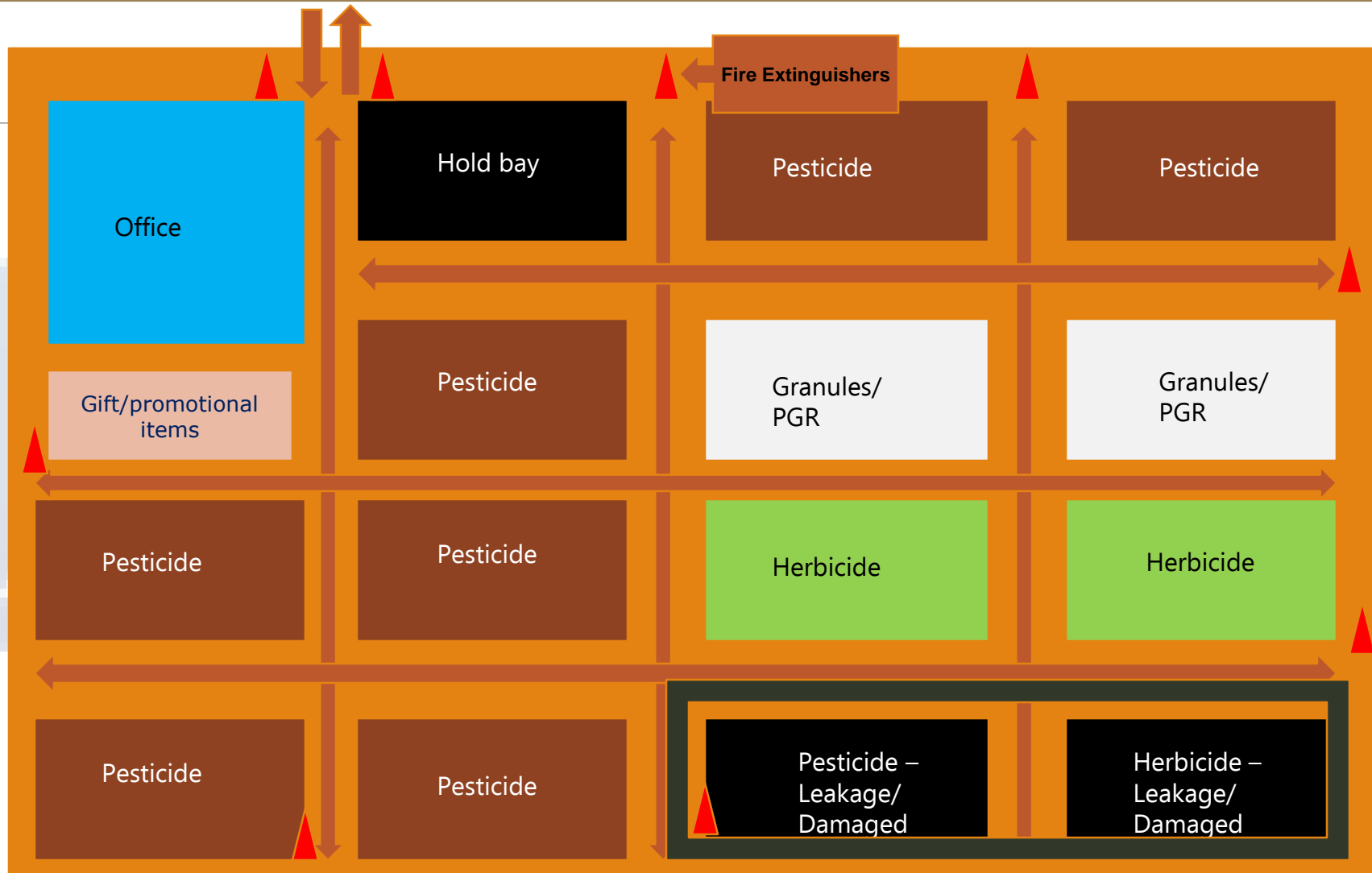
Attendance & Wage registers being maintained

Inspection Register kept at the premises

Notice Board with relevant notices maintained

'Our Bankers' information to be displayed

Annexure - I Layout design for stacking



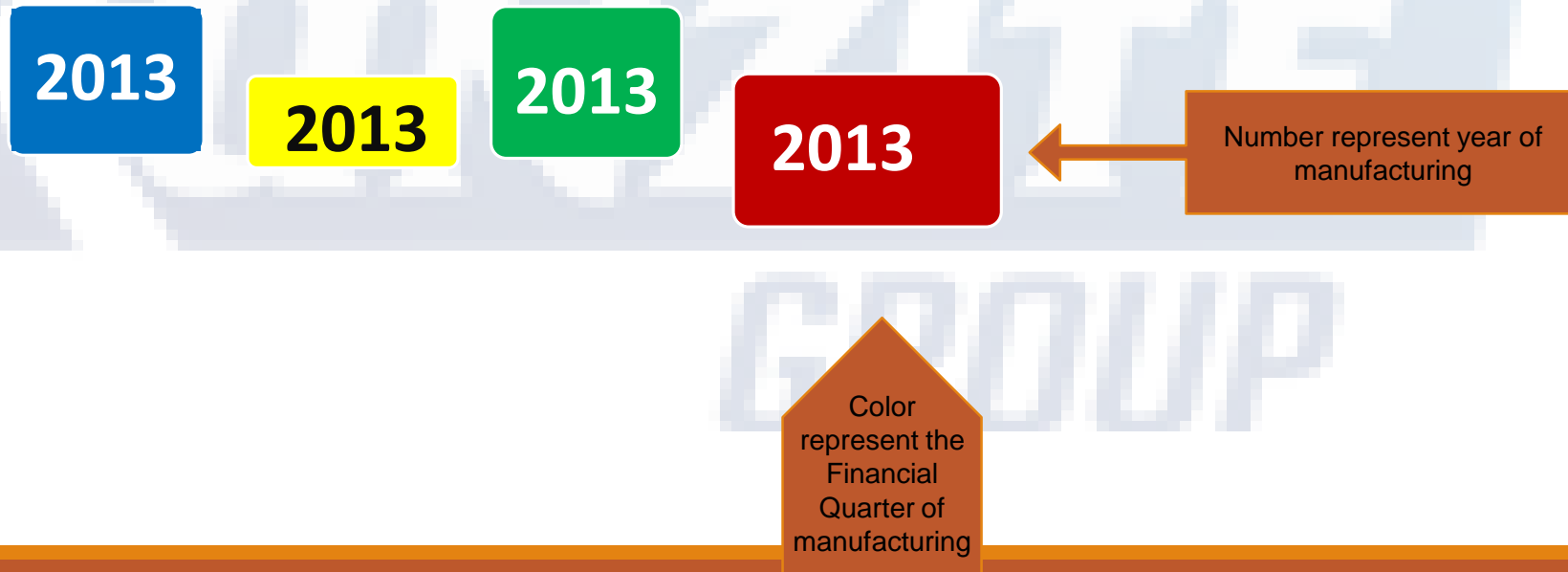
Annexure – II Stacking Checklist

Stacking Checklist

1	The floor should be cemented and level throughout	
2	Cartons kept on wooden/ PVC pallets	
3	Tarpoulin placed on floor to avoid direct contact of cartons with godown floor	
4	Any signs of water seepage/ moisture from floor	
5	Material stacked in designated space as per godown layout.	
6	Proper labels placed against the material category wise, for ease of identification	
7	Wherever racks/ shelves are used for stacking, proper labels placed on each shelf for identification of material	
8	Stacks should be self supported, stable and not leaning.	
9	Check any signs of broken/ damaged cartons in the stack which might lead to disbalance and falling of stack	
10	Check that all the stacks are easily accessible for lifting and movement without injury	
11	Check that stacking height is not more than 7 feet or 8 rows for cartons	
12	Check that stacking height is not more than 10 rows for bags	
13	Check that the layers of drums should not be more than 2	
14	Check that the stacking of cartons and drums is in “Front up pattern”	
15	Check that the labels and batch no. are clearly visible	
16	Check that the bags are kept in interlocking rows	
17	Check that the cartons are kept in brick wall structure form	
18	Check that at-least 50 cm space provided between walls and material and at-least 20 cm space between two rows	
19	Check that stacks are easily countable	
20	Check that proper dusting and cleaning of boxes have been carried out	
21	Ensure adequate lighting in day as well as night	

Annexure - III Color coding for easy 'Batch' identification

Qtr	4	3	2	1	R G Y B
Period	Jan-Feb-March	Oct-Nov-Dec	July-Aug-Sep	Apr-May-June	
Batch (E.g.)	13,14,15,16	9,10,11,12	5,6,7,8	1,2,3,4	



Annexure – IV(a) Receiving checklist

S.No.	Checks	Status
1	Check vehicle documentation. Check the authorization for STO/PO.	
2	Check the receiving location	
3	Check vehicle condition for any signs of accident/ damage	
4	Check the intactness of tarpoulin, covering etc.	
5	Check for any signs of leakage from the vehicle	
6	Check no other goods are loaded in the vehicle along with our goods	
7	Check that vehicle details as mentioned in LR copy are same as vehicle	
8	Check for transit time of vehicle from dispatch location to receipt	
9	Check that the stacking height of the vehicle is within limits	
10	Check the vehicle for overloading	
11	Check the overall condition of the vehicle	
12	While unloading, check each carton for leakage , damage, intactness	
13	Check label on each carton to verify Product name, Quantity, Mfg. Date, Expiry Date and Batch No.	
14	In case of any deviation, photograph the vehicle and each carton box with defect	
15	Ensure that the product details and defect are clearly visible in the photograph	

Annexure – IV(b) Dispatch checklist

S.No.	Checks	Status
1	Deliveries should be made against proper Dispatch Order (STO for Hubs and Sales Order for Depots) and signed by authorizes person	
2	Deliveries made against Sales Orders generated on line in SAP	
3	SAP invoices are generated & sent along with the truck	
4	In case of dispatches from Hub to Depots and Inter-depot stock transfer material should be dispatched along with Stock Transfer Order only.	
5	In SAP, the creation of Sale Order, Picking & Delivery creation, Invoice cum 'Delivery Challan' should be prepared by Depot based on the Delivery Order/ Sales Order created.	
6	Depots / Hub should ensure dispatches within 24/ 48 hours of placement of / sales order / stock transfer request respectively	
7	Only good (saleable) stocks should be dispatched. The damaged / leakage / expired / near expiry stocks should not be dispatched.	
8	Hub/ Depots shall check & ensure that the physical dispatched quantities are as per batch numbers as indicated in SAP	
9	Acknowledgement of the customer should be obtained on LR copy of transporter	
10	FEFO method followed for all dispatches	

Annexure – V Detailed Vehicle Checklist (1/2)

- 1.a Check that the floor of the vehicle is clean and free of any residual material which may affect the cartons
- 1.b Check that there are no cracks or holes in the floor of the vehicle which allow water or dirt to enter into vehicle
- 1.c Check that there are no screws, rough edges etc. protruded in the vehicle which might damage the outer packing of products
- 1.d Ensure that the floor of the vehicle is covered with tarpaulin before loading the boxes
- 2.a Check that the tyres of the vehicle are in good condition
- 2.b Check that the headlights and indicators of the vehicle are in working condition
- 2.c Check the overall fitness of the vehicle
- 3.a Ensure that a wedge is provided on the top to prevent any rain water from entering the vehicle
- 3.b Ensure that the tarpaulin on top of the vehicle is intact and there are no holes or openings
- 3.c Ensure that the rope used to fasten the tarpaulin does not touch / damage the boxes
- 4.a Ensure that the stacking is done as per approved stacking height of the vehicle. No over-stacking should be done
- 4.b Ensure that the stacking is done in a brick wall structure and proper support is provided to the rows.
- 4.c Ensure that while loading vehicle's centre of mass is considered. The centre of mass should be kept low to avoid overturning of vehicle and movement of boxes
- 4.d Material should be evenly distributed along the width and length of the vehicle
- 4.e Ensure that the vehicle is not overloaded above the allowed load capacity

Annexure - V Detailed Vehicle Checklist (2/2)



Annexure - VII Stock Audit checklist (1/2)

S. No.	Checklist parameters	Status
1	Check that the various categories of materials and products like saleable stocks, rejected, returned or recalled products are kept separately in specific demarcated area	
2	Check that there is no contamination, mix ups and cross fumigation between the different types of goods	
3	Check that the material is stored as per approved layout plan	
4	Check the logs for temperature and humidity records	
5	Check the provision for ventilation and exhaust. Report blocked ventilations	
6	Check and report any non functioning lighting	
7	Check for rodents and scope of entry of rodents	
8	Check that the Broken/ Leaky/ Damaged stock is separately kept away from saleable stock in a physically separated area	
9	Check that the Broken/ Leaky/ Damaged stock is kept in proper stacks and there is no leakage, spillage etc.	
10	Check that the floor is cemented and stacking is level / even	
11	Check that all the stacks are straight, stable and self supporting	
12	Check that Wooden/ PVC pallets provided under all stacks	
13	Check that cartons and drums are stacked in "Front up pattern" i.e. the front side shall face front and top side shall face top	
14	Check that there is no leakage, breakage or collapsed boxes etc and label of the box are clearly visible	
15	Check that material is kept batch-wise. Materials of different batches should be kept separately.	
16	Check that Bags are stored in interlocking rows	
17	Check that at-least 50 cm space provided between walls and material and at-least 20 cm space provide between two rows	
18	Check that the stacking level is not higher than the prescribed level, which is as follows: Cartons – up to 7 feet / 8 rows (whichever is minimum) Bags – 10 bags (vertical) Drums / Bottles without carton – 2 level maximum	

Annexure - VII Stock Audit checklist (2/2)

S. No.	Checklist parameters	Status
19	Check that all the boxes are easily countable	
20	Check for Pest control records	
21	Check for display/ warning boards	
22	Check for licences and registration certificates	
23	Check attendance records of security guards	
24	Check for entry register and ensure that all the entries are authorized	
25	Check that proper sealing of godown is done at the time of closing and intactness of seal at the time of opening	
26	Check the working of CCTV cameras	
27	Check the working of Fire extinguishers Fire alarms and smoke detectors	
28	Check that the Fire safety exits are clearly marked, accessible and obstruction free	
29	Check that Gate Entry Register is maintained and TAT and Transit time of vehicles is recorded	
30	Check the maintenance logs for Fire safety equipments	
31	Check the availability of First Aid box	
32	Check that the physical stock of material is equal to the Book stock in SAP	
33	Ensure that there is no movement of goods during audit and no changes in book records	
34	Check that there is no In transit material to be received in system	
35	Check that there is no ready to be dispatched material not updated in stock records	
36	Check that all the dispatches and receipts have been updated in stock records	
37	Check that the Batch No. and expiry date on the label are same as SAP records	



Annexure – VIII Stock Audit report

Date:
Location:
Audit type (Depot self audit/ Annual audit) :
Quarter -Year :
Depot in-charge :
Audit Supervisor:
Date Started:
Date Completed:
Team members and designation:

S. No.	To be obtained from SAP						To be filled during Audit					Rate per unit	Amount short/excess	Amount to be debited/credited
	Material Code	Material Name	Batch No. and Expiry date in SAP	Unit of Measure	SKU	Book Stock	Batch No. and Expiry date on label	Physical Stock	Difference (Book Stock-Physical Stock)	Shortage/Excess	Reason			

Signatures

Audit Supervisor
Team Member 1
Team Member 2
Depot representative

Annexure – IX Key SAP Transactions

S. No.	T-Code	Purpose
1	MIGO	Material In, Batch Change, Storage location change
2	ME21	Purchase Order and STO making
3	ME22N	Modification of PO/STO
4	ME23N	View PO/STO
5	VL10B	Pending STO list
6	ZTRANBOOK	Dispatch report
7	ZMB5T	stock in transit
8	MB52	Stock report
9	VL01N	Create OBD
10	VL02N	Change OBD
11	VL03N	Display OBD
12	VF01	Invoice Making
13	VF02	Change Invoice
14	VF03	Display and print Invoice
15	VA01	Create Sales Order
16	VA02	Change Sales Order
17	VA03	Display and print Sales order



Annexure - X Company owned vehicle Log Book

Location	
Depot/ Warehouse Manager/ Supervisor Name	_____
Vehicle No.	
Driver name	

S. No.	Date	Start KM	End KM	Delivery location/ Route	Total KM travelled	Invoice Nos.	Driver Sign	Depot In-charge sign



ANNEXURE - XI STOCK REGISTER FOR GIFT/ PROMOTIONAL ITEMS

Location	
Depot/ Warehouse Manager/ Supervisor Name	

S. No	Material Description	No. of units received	Received on	No. of units dispatched	Dispatched on	Dispatched To	Current stock	Sent By	Authorized By



Annexure – XII Incident reporting form

Incident Report No. Date Location Depot/ Warehouse Manager/ Supervisor Name	_____ _____ _____ _____
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Type of Incident (Theft/ accident/ Fire/ Natural disaster etc.)	Description of Incident	Root cause identified	Investigated by	Incident Reported to	No of Injured persons	Casualties (if any)	Action taken

