1.0 PURPOSE AND SCOPE

1.1 To define the process and responsibility for handling, storage, packaging, preservation and delivery of product.

2.0 HANDLING

2.1 Personnel receiving incoming product move them to designated storage areas, in its original container, whenever practical.

2.2 Proper handling of products is ensured through training, experience and/or instructions associated with the product.

3.0 STORAGE AND INVENTORY CONTROL

3.1 Designated storage areas are provided to ensure that product, parts and equipment are protected from the elements and deterioration.

3.2 The person receiving the product verifies that incoming equipment/product and quantities received match the Packing List and the Purchase Order.

3.3 Receiving paperwork is used to receive the product into the inventory system and to ensure identification. Model and part numbers for items in inventory identify the contents and physical characteristics.

3.4 Discrepancies are addressed with the supplier as needed.

3.5 The product is moved into the designated storage locations.

3.6 Service Technicians document all parts/equipment used on the Service Report or Equipment Set-up Test Report. Completed Service Reports or Equipment Set-up Test Reports are forwarded to the appropriate office personnel, who releases product from inventory in the Computer System.

3.7 Assessments of product in stock, warehouse conditions, and housekeeping of service work areas are performed per the individual branch schedule. The schedule will be created based on the results of prior assessments. The Warehouse Assessment form (F-1500) provides instructions for, and serves as record of, the assessment.
4.0 PACKAGING/DELIVERY

4.1 Drop shipped items are packaged and delivered according to the customer’s specifications, if designated, or the manufacturer’s specifications, if not specified by the customer.

4.2 Where deemed appropriate, or necessary, items are shipped in original vendor packaging.

4.3 Delivery trucks and drivers are subcontracted through an approved vendor carrier as needed. The condition of items delivered by The Company is preserved through handling and packaging practices.

5.0 PRESERVATION

5.1 Products are stored and are segregated, as required, to maintain identity and prevent deterioration.

6.0 RECORDS

6.1 The warehouse assessment records are retained by the Quality Assurance Managers as defined per QP 1600.

6.2 Inventory Records are maintained in the Computer System.