**Version 1.0**

**Date: 2018/04/09**

Abstract

**The objective of this document is to describe the warehouse Assurance Team deployment guideline.**

Main Warehouse

Stock Take 2018-04

*Stock Count Execution (Scanner) SOP*

**Table of Contents**

Document approval and distribution list 2

1. Introduction 3

2. Audience 3

3. Requirements overview 4

4. Sample organigram 5

5. Acceptance 6

# Document approval and distribution list

|  |  |  |  |
| --- | --- | --- | --- |
| **Description** | **Name / Title** | **Signature** | **Date** |
| **MAIN WAREHOUSE** | | | |
| Prepared by |  |  |  |
| Reviewed by |  |  |  |
| Approved by |  |  |  |

# Introduction

To ensure best possible stock assurance outcome, teams of counters need to be equipped to conduct a scanner-based stock assurance process.

The aim is to deploy, for the 1st time, electronic scanning devices which changes the profile of how the counting process needs to operate.

The deployment functionality profile is modelled to meet current environmental and resources to be most effective.

Over time and subject to future solutions deployment, this may be enhanced or replaced over time or event retained for specific suitability reasons.

# Audience

Financial team & management

Warehouse management

Warehouse store clerks & co-ordinators

Counting team leaders

Counting team members

Technical support (Networking, hardware etc)

# Requirements overview

|  |  |  |
| --- | --- | --- |
| # | Description | Action / By whom |
| 1 | The stock assurance execution manager to ensure that all teams are ready and well trained |  |
| 2 | The execution manager is to ensure that team groups are in possession of a ***route map*** to follow with the intent to not obstruct each other during the counting process. |  |
| 3 | As good practice, the counting teams must start in the fine-pick area as this will require the most effort.  However, any bulk items ***per bin that is pre-counted and sealed*** may be captured in advance. |  |
| 4 | Warehouse clerks need to assist in re-directing teams in the event that there is congestion at a point in time.  This is unlikely to happen but good to consider and keep in mind. |  |
| 5 | The technology teams must signal their readiness. |  |
| 6 | The variance team need to ensure that all ACCPAC files are installed as per SOP ***WHM-SOP-AccPacIntegration*** |  |
| 7 | For each team, the scanner operator is to announce the designated scanner group assignment. Due to the importance of this being accurate, it should be done at the variance management team.  This action will also clear the scanning device memory of any historical data. In this way the scanning device operator will not be able to accidentally clear the collected data.  As a fail-safe, the device has a real time clock that will be used to date / time stamp each event allowing historical data to be filtered out. |  |
| 8 | On directive from the Governance team the stock assurance process is to start |  |
| 9 | ***Using time in training during the period leading up to this event must see excellent counting performance*** |  |
| 10 | Process:   1. Each team moves to starting point 2. Counting members each select a bin and start counting the bin content 3. If 3 counting team members are assigned to count, this may include the scanner operator as well, then 3 bins are verified at the same time. 4. As each bin is counted, the scanner operator scans the bin bar code, the stock bar code, and keys in the quantity 5. The entered data is confirmed by depressing the submit key which then commits the transaction locally and if possible transmits the same data to the data collection server. 6. The team member, post data being recorded, moves on to the next bin and starts counting its contents 7. This process is repeated for each counting team member and data being recorded 8. Part of the training given to the scanner operator is to be highly aware of any errors that may be displayed on the scanning device |  |
| 11 | ***Some items may have a valid barcode but not correctly associated to an item code.***  In these instances, the specific bin location and item needs to be ***physically marked*** and referred to an area store person and the variance team for resolution.  The variance team is required to correct the issue and once corrected, the counting team is required to revert back to perform the outstanding bin & item count as instructed by the variance team |  |
| 11 | ***Some items are serial number tracked. The scanner operator is required to check that the correct barcode is scanned.*** |  |
| 12 | ***Some items have a pack product barcode and, in the pack, have per item product barcode.***  ***The pack barcode MUST NOT BE SCANNED.***  Given a list of per pack barcodes the scanner operator can be alerted if the wrong barcode is scanned.  **NOTE:** the scanner operator guide will be developed when training starts |  |
| 13 | Should WiFi communications not be consistent, it will be important for the operators to move the devices to a designated working WiFi point and request a manual upload of data collected but not transmitted.  Time to transmit an upload will be 5 seconds or less.  Current coverage is well within required levels as tested |  |
| 14 | Any errors during that occur in using the scanning device must immediately referred to the execution manager for review and if need be referred the problem to the designated technology team |  |
| 15 | Should the error be device related and a replacement is available, then the process of registering the replacement device with the variance team must be done before the team may proceed with the counting process |  |
| 16 | If there is no replacement device available the team must be distributed amongst the remain teams as the scanning and recording time will mostly be a lot quicker than the counting process |  |
| 17 | Under the direction of the variance team, one or more teams may be re-assigned to re-counting specific bins and items |  |
| 18 | Should a team be re-assigned to perform re-counts, the re-count performed will ***override*** ***not re-place*** a previous count per scanning device  However, for audit trail purposes, all count events are retained for information and statistical purposes. |  |
| 19 | This cyclical process will repeat until a materially acceptable count outcome is achieved or time runs out at which time the Governance team will decide to accept, continue or abandon the process. |  |
| 20 | When a halt is called, all scanning devices must be returned and secured against any further use and possible contamination of reported on data |  |
|  |  |  |

# Acceptance

I hereby confirm that I have been fully informed of the documents content and, received training to understand how the detailed instructions are to be applied

Name …………………………………………………………………………….

Job Title ………………………………………………………………………….

Signed ……………………………………………………………………………

Date ………………………………………………………………………………