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## Document Revision Chart

The following chart lists the revisions made to this document tracked by version. Use this to describe the changes and additions each time this document is re-published. The description should include as many details of the changes as possible.

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| --- | --- | --- | --- |
| **#.#** | **Section Modified and Revision Description** | **Date** | **Author** |
| 1.0 | New Document | 27/10/2015 | Meili Castaldi,  Andrew Whalley |
| 2.0 | Section 3.4.2 added for verification of picked inventory goods for shipping | 29/4/2016 | Jason Doss |
| 3.0 | Review and include Biosecurity verification  Sect 3.2.2 / 3.5 / 3.8.3 / 9.1 | 24/04/2017 | Jason Doss |
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# Purpose

The purpose of this work instruction is to define the process steps needed to ensure the control of products leaving the warehouse through the outwards goods system.

# Scope / Application

This work instruction describes the responsibilities, individual process steps and systems required to ensure systematic control of all goods supplied from the Subsea & Drilling (SD) warehouse, Jandakot facility, Western Australia to local or international locations.

This WI is applicable to all Subsea & Drilling products and associated parts. Warehouse consumables, hand tools, personal protective equipment or office supplies are out of scope for this WI.

# Procedure

* 1. **Request for Dispatch of Goods at OTR**

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| Request for pick up of items | * + 1. All items for pickup from the SD warehouse should be confirmed, communicated and acknowledged by SD Warehouse Coordinator prior to retrieval from the facility.     2. The SD Warehouse Coordinator requires a pick list for the items to be shipped with the following information. * Estimated date of delivery required; and * Detailed listing of items to be delivered from the Jandakot Facility: Part Number/Rev - Serial Number - Description - Quantity - Specific comments. | Customer Fulfilment Coordinator | Pick list |

* 1. **Begin Outward Goods Process**

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| Pick list | * + 1. The SD Warehouse Coordinator shall validate required items from inventory by: * Checking if items are dangerous goods; and * Following the Parts Verification process 3.4; * Documenting and reporting back to Intergrated Service Lead and Customer Fulfilment Coordinator.   + 1. Where the items are confirmed as dangerous goods, then the dangerous goods process (Section 3.3 of this document) and procedure OGEHSS-E-04 – Dangerous Goods Transportation shall be followed.   Verify what Biosecurity compliance requirements are required for international shipments. Apply biosecurity requirements of the destination country to the goods to be shipped and the packaging materials used – refer to TRS requirements.   * + 1. Once all actions have been completed, SD Warehouse Coordinator shall communicate to Intergrated Service Lead and Customer Fulfilment Coordinator whether all the relevant items for pickup are present, including the relevant required documentation. | SD Warehouse Coordinator | Confirmation of items available in storage and to the right description/quality (confirmation if items are ready to be shipped or not) and confirmation if any dangerous good present. |

* 1. **Dangerous Goods Process**

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| Confirmation of a dangerous good present. | The SD Warehouse Coordinator shall confirm whether the dangerous goods needs to be packed by a third party. If the goods requires third party packing, then the SD Warehouse Coordinator shall organize for the specialty packing.   * + 1. The SD Warehouse Coordinator shall make sure that the MSDS/relevant documentation is included in the documentation pack. | SD Warehouse Coordinator | Third party dangerous goods packing and/or relevant dangerous goods documentation included in document pack. |

* 1. **Parts Verification Process**

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| List of required items for pickup. | * + 1. The level of verification performed on goods will be dependent on the type and destination of the items being delivered, completed as part of QW-FAC-PER-022. All inventory items will be confirmed: * Description of the item; * Part Number/Rev – either customer reference or GE O&G allocated part number; * Product quantity and packaging quantity; * Purchase Order Number / Sales Order Number / Project Number; (dependent on the item) * Inspector name and date inspected; * Quarantining information; and * Relevant documentation available. * Ensure QC green tag attached (for Customer Owned if applicable) * Confirm final inspection completed | SD Warehouse Coordinator | Confirmation of completed documents available for delivery (where applicable) and goods confirmed and inspected in warehouse inventory. |

* 1. **Goods Prepared and Packed for Pickup at the GE O&G SD warehouse**

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| Packing list and SD warehouse confirmation. | * + 1. SD Warehouse Coordinator shall make arrangements to pack items prior to dispatch and after parts verification process has been undertaken.     2. Items shall be packed appropriately to prevent damage during transit where applicable using the expertise on a case by case basis. | SD Warehouse Coordinator | Goods prepared and packed along with completed / required delivery documentation, such as packing list. |

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| Biosecurity compliance verification (international shipments) | * + 1. Goods and packaging shall be inspected for biosecurity compliance     2. Goods and packaging found non compliant shall be Quarantined for remediation.     3. Remediation to be undertaken – preparation, cleaning , packing, treating for compliance.     4. Goods are to be re-inspected and verified as biosecurity compliant. | SD Warehouse Coordinator  *In absence of a warehouse personnel, QA or any SS employee trained on Section 3.5.3 of QW-FAC-PER-028 is authorized to conduct verification.* | Goods prepared and inspected compliant to destination countries requirements  Biosecurity Cargo Inspection Report QF-PER-094 completed by Biosecurity Inspector. Biosecurity Cargo Inspection Report shal be supplied to logistics to attach to shipping documents. |

* 1. **Goods Booked for Pickup at the GE O&G SD warehouse**

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| Packing list and SD warehouse confirmation. | * + 1. Intergrated Service Lead or Customer Fulfilment Coordinator (as applicable per project) shall communicate or organize pick up.     2. Once Intergrated Service Lead or Customer Fulfilment Coordinator receives confirmation of pick up, they shall communicate this confirmation to the SD warehouse team. | Intergrated Service Lead or Customer Fulfilment Coordinator | Pickup confirmation sent to SD warehouse team. |

* 1. **Pickup of Goods at the GE O&G SD warehouse**

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| All deliveries required from the GE O&G Jandakot facility, SO number, contact person and packing list. | * + 1. Upon arrival of the driver to the GE Jandakot facility, the Security Guard on duty, or designated nominee, shall direct the delivery truck to the identified Outwards Goods area. | SD Warehouse Coordinator | Pickups directed to designated pickup location. |

* 1. **Transfer of Goods at the GE O&G SD warehouse**

| **Input** | **Process** | **Responsible** | **Output** |
| --- | --- | --- | --- |
| All outwards goods identified at the Outwards Goods area of SD Warehouse. | * + 1. Safety – The Warehouse Coordinator or designated nominee will evaluate the safety of the load and will reject any load that is unsafe to load (refer QW-EHS-PER-001 – Loading Unloading of Equipment From Vehicles).     2. The Warehouse Coordinator or designated nominee shall review the pick list and establish the correct location for loading of the goods. Where required, the Warehouse Coordinator or designated nominee will ensure the relevant MSDS is in the document package in accordance with site Chemical Management requirements (OGEHSS-E-04).     3. The Warehouse Coordinator, or designated nominee, shall perform a visual inspection of items to be sent to ensure items are not damaged, in good condition, no degradation of the packaging and external packaging is biosecurity compliant.     4. In the event that documentation is incomplete, incorrect, or the nature of the pickup is unknown, the Warehouse Coordinator or designated nominee shall place the items on Hold. A QC Inwards Goods Inspector shall attach a pink tag until the correct nature of the pickup is ascertained. Refer to the Identification & Traceability Work Instruction (QW-FAC-PER-005) for marking and tagging requirements.     5. The Warehouse Coordinator, or designated nominee, shall inform the responsible person/s or group (e.g. Buyer, ISC, Rentals, CDE) that the delivery has been placed on Hold and the reasons for the quarantine action.     6. For Customer owned goods the details of the delivery will be captured in the relevant database.     7. Once the order leaves the yard, the SD Warehouse Coordinator shall transact the signed pack list into Oracle as “ship confirm”, confirming pick up and ensuring delivery is tracked in the ERP system.SD warehourse coordinator shall notify Intergrated Service Lead and Customer Fulfilment Coordinator of completed delivery actions and where required provide a copy of the completed pack list and dangerous goods certificate. | SD Warehouse Coordinator | Deliveries are accepted by driver and loaded or remained without loading. Relevant documentation is presented and relevant signatures captured.  Signed pack list “ship confirm” in system (such as Oracle). |

# Responsibilities

|  |  |
| --- | --- |
| **Key Role** | **Responsibility** |
| Quality Inspector | * Ensuring that all outgoing goods are checked for compliance with the stated requirements and all required documentation is correct and complete. |
| Customer Fulfilment Coordinator | * Ensuring that all communication to warehouse is timely and ensuring logisitics is communicated and organised for deliveries / pickups. |
| Security Guard | * Ensuring compliance to the traffic flow throughout the facility. |
| Warehouse Coordinator & Warehouse Team | * Ensuring that all outgoing items are verified prior to loading on site, confirming identification, traceability, biosecurity and quality requirements. |
| Verification Check Employee | * Ensures the items verified match the issued Picking list |

# Quality Records

The following records produced by this procedure are considered Quality Records and shall be maintained and controlled according to the requirements in QO-PER-002 – Document & Record Location Map:

* Delivery documentation
* Notifications to customers of non-conforming products
* Oracle inventory records
* Vendor Quality Documentation

# Terms, Definitions and Acronyms

Refer to [GE O&G QMS Lexicon](http://supportcentral.ge.com/@lexicon) for Terms, Definitions and Acronyms. Acronyms have been repeated here for convenience purposes.

* 1. **Terms & Definitions**

| **Term** | **Definition** |
| --- | --- |
| Customer Property | * Any customer-owned raw, semi-finished, finished goods, dunnage or software in GE O&G’s possession for processing or storage. * Any customer-owned tools and equipment used during processing and then returned. * Any customer owned confidential information, supplied by the customer or in GE O&G’s possession regardless of how acquired. |
| Discrepancies and Nonconformities | Are detailed extensively within Control of Nonconforming Product - QW-QUA-PER-001. A set of examples are listed below for ease of reference:   * Shortage against Customer’s Advice Note, Vendor’s Dispatch Note and PO; * Wrong supply against Customer’s Advice Note, Vendor’s Dispatch Note and PO; * Items received in damaged condition; * Items rejected by the QC inspection team; * Unidentified deliveries; * Equipment not accompanied by relevant test certification; * Documentation as requested on PO not received. |
| Inspection | * Conformance evaluation by observation and judgment accompanied as appropriate by measurement, testing or gauging. |
| Product | * The result of a process. Whenever the term “product” occurs, it can also mean “service”, or any deliverable associated with fulfilment of a contract. |
| Record | * Document stating achieved results or providing evidence of performed activities. |
| Requirement | Need or expectation that is stated, generally implied or obligatory. |

* 1. **Acronyms**

| **Acronym** | **Definition** |
| --- | --- |
| CoC | Certificate of Conformance |
| ISC | Integrated Service Coordinator |
| MSDS | Material Safety Data Sheet |
| N/A | Not Applicable |
| O&G | Oil & Gas |
| OTR | Order to Remittance |
| PO | Purchase Order |
| PPE | Personal Protective Equipment |
| QC | Quality Control |
| RMA | Returned Material Acknowledgement |
| SD | Subsea & Drilling |
| WHC | Warehouse Coordinator |
| WI | Work Instruction |
| ERP | Enterprise Resource Planning |
| TRS | Technical Regulations and Standards |

# References

| **Document Number** | **Description** |
| --- | --- |
| EHS-DS-E-WI016.1 | Spill Prevention & Response |
| OGEHSS-E-04 | Dangerous Goods Transportation |
| OGEHSS-HS-16 | Chemical Management |
| OGQ-0124 | Preservation of Products |
| QF-PER-049 | Customer Owned Equipment Inspection Sheet |
| QO-PER-002 | Document & Record Location Map |
| QW-EHS-PER-001 | Loading Unloading of Equipment From Vehicles |
| QW-FAC-PER-005 | Identification and Traceability |
| QW-FAC-PER-020 | Equipment Management OTR Process |
| QW-FAC-PER-022 | Repair & Solutions OTR Process |
| QW-QUA-PER-001 | Control of Non-conforming Product |
| WI-0101 | Disposing of Chemical Waste |

# Compliance Requirements

Full compliance required on publication in Documentum

|  | GE Oil & Gas |
| --- | --- |
| Title: | Outwards Goods |
| Reference: | QW-FAC-PER-028 |
| Revision: | 3.0 |
| Application Date: | 03.05.2017 |
| Expiration Date: | 02.05.2020 |
| Author: | Jason Doss |
| External References: | ISO 9001:2008 |

# Appendix / Attachments

* 1. **Appendix 1: Outwards Goods Process**

