

# 1. Introduction

# 1.1 Purpose:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

This SOP outlines the procedures for identifying, investigating, and addressing out-of-stock (OOS) situations to ensure timely response, minimize customer impact, and comply with USFDA regulations.

### **Document 19**

Similarity Score: 64%

Tag: R

Summary: Different

Comparison Status: Compared

This SOP outlines the and addressing out-of-stock (OOS) situations to ensure timely response.

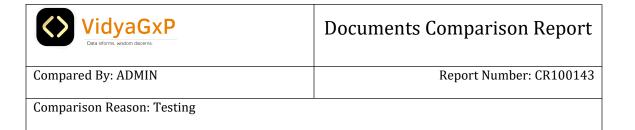
### **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Date: 2024-08-05	Page 1 of 24



Comparison Status: Compared

This SOP outlines the procedures for identifying, investigating, and addressing out-of-stock (OOS) situations to ensure timely response, minimize customer impact, and comply with USFDA regulations.

# **1.2 Scope:**

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

This SOP applies to all departments involved in product manufacturing, distribution, and customer service.

### **Document 19**

Similarity Score: 92%

Tag: A

Summary: Different

Comparison Status: Compared

This SOP applies to all departments involved in product manufacturing, distribution, and customer service. Some text added.

# **Document 26**

Similarity Score: 89%

Tag: M

Summary: Different

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Comparison Reason: Testing	

Comparison Status: Compared

This SOP applies to all departments involved in product manufacturing, distribution, and customer service and customer verification.

### 1.3 Definitions:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Out-of-Stock (OOS): A situation where a product is unavailable to meet customer demand.

Backorder: A customer order that cannot be fulfilled immediately due to insufficient inventory.

Stockout: A complete depletion of product inventory.

### **Document 19**

Similarity Score: 97%

Tag: R

Summary: Different

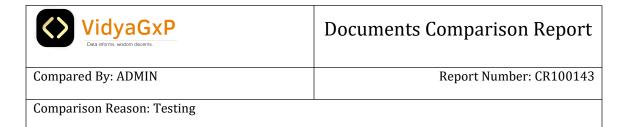
Comparison Status: Compared

Out-of-Stock (OOS): A situation where a product is unavailable to meet customer demand.

Backorder: A customer order that cannot be fulfilled immediately due to insufficient inventory.

Stockout: A complete depletion of product.

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## **Document 26**

Similarity Score: 96%

Tag: A

Summary: Different

Comparison Status: Compared

Out-of-Stock (OOS): A situation where a product is unavailable to meet customer demand.

Backorder: A customer order that cannot be fulfilled immediately due to insufficient

inventory.

Stockout: A complete depletion of product inventory. I have changed.

# 1.4 References:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

21 CFR Part 110: Current Good Manufacturing Practice (CGMP) for Drugs.

21 CFR Part 211: Current Good Manufacturing Practice for Finished Pharmaceuticals.

[Relevant FDA guidance documents].

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

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# Comparison Reason: Testing Documents Comparison Report Report Number: CR100143

Comparison Status: Compared

21 CFR Part 110: Current Good Manufacturing Practice (CGMP) for Drugs.

21 CFR Part 211: Current Good Manufacturing Practice for Finished Pharmaceuticals.

[Relevant FDA guidance documents].

### **Document 26**

Similarity Score: 80%

Tag: A

Summary: Different

Comparison Status: Compared

21 CFR Part 110: Current Good Manufacturing Practice (CGMP) for Drugs.

21 CFR Part 211: Current Good Manufacturing Practice for Finished Pharmaceuticals.

[Relevant FDA guidance documents].

Good Manufacturing Practice for Finished Pharmaceuticals.

[Relevant FDA guidance documents].

# 2. Responsibilities

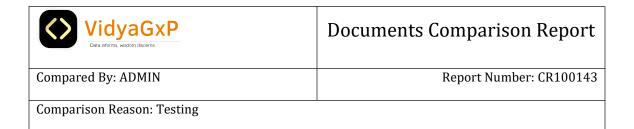
# **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

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Production: Responsible for monitoring inventory levels, initiating OOS investigations, and implementing corrective actions.

Quality Control: Responsible for investigating OOS root causes and approving corrective actions.

Supply Chain: Responsible for managing backorders, expediting orders, and preventing future OOS.

Customer Service: Responsible for communicating OOS to customers, managing customer inquiries, and processing backorders.

# **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Production: Responsible for monitoring inventory levels, initiating OOS investigations, and implementing corrective actions.

Quality Control: Responsible for investigating OOS root causes and approving corrective actions.

Supply Chain: Responsible for managing backorders, expediting orders, and preventing future OOS.

Customer Service: Responsible for communicating OOS to customers, managing customer inquiries, and processing backorders.

### **Document 26**

Similarity Score: 99%

Tag: M

Summary: Different

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Comparison Reason: Testing	

Comparison Status: Compared

Production: Responsible for monitoring inventory levels, initiating OOS investigations, and implementing corrective actions.

Quality Control: Responsible for investigating OOS root causes and approving corrective actions.

Supply Chain: Responsible for managing backorders, expediting orders, and preventing future OOS data.

Customer Service: Responsible for communicating OOS to customers, managing customer inquiries, and processing backorders.

# 3. OOS Identification and Notification

# 3.1 OOS Identification:

## **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Inventory management systems will generate alerts for low stock levels or stockouts.

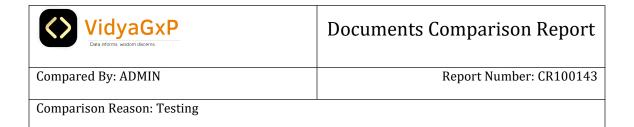
Production planning will identify potential OOS based on production schedules and demand forecasts.

Customer service will report OOS based on customer inquiries.

### **Document 19**

Similarity Score: 100%

Comparison Date: 2024-08-05	Page 7 of 24



Tag: S

Summary: Same

Comparison Status: Compared

Inventory management systems will generate alerts for low stock levels or stockouts.

Production planning will identify potential OOS based on production schedules and demand forecasts.

Customer service will report OOS based on customer inquiries.

### **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Inventory management systems will generate alerts for low stock levels or stockouts.

Production planning will identify potential OOS based on production schedules and demand forecasts.

Customer service will report OOS based on customer inquiries.

# 3.2 Internal Notification:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

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VidyaGxP Data informs, wisdom discerns.	Documents Comparison Report
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Comparison Reason: Testing	

The responsible department will immediately notify their supervisor and relevant departments of an OOS situation.

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

The responsible department will immediately notify their supervisor and relevant departments of an OOS situation.

### **Document 26**

Similarity Score: 93%

Tag: M

Summary: Different

Comparison Status: Compared

The responsible department will I HAVE MODIFIED immediately notify their supervisor and relevant departments of an OOS situation.

# 3.3 External Notification:

# **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Date: 2024-08-05	Page 9 of 24

# Comparison Reason: Testing Documents Comparison Report Report Number: CR100143

Customers will be notified of product unavailability and estimated delivery dates.

Regulatory authorities will be notified in accordance with applicable regulations.

# **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Customers will be notified of product unavailability and estimated delivery dates.

Regulatory authorities will be notified in accordance with applicable regulations.

### **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Customers will be notified of product unavailability and estimated delivery dates.

Regulatory authorities will be notified in accordance with applicable regulations.

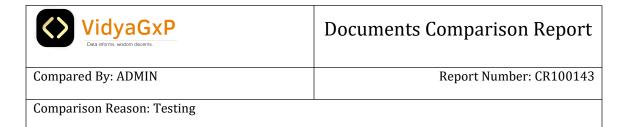
# 4. OOS Investigation

# **4.1 Investigation Initiation:**

## **Document 18**

Similarity Score: 100%

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Tag: S

Summary: Same

Comparison Status: Compared

A designated team will initiate an OOS investigation within [timeframe] of identification.

The investigation will determine the root cause of the OOS, including factors such as production delays, supply chain disruptions, or increased demand.

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

A designated team will initiate an OOS investigation within [timeframe] of identification.

The investigation will determine the root cause of the OOS, including factors such as production delays, supply chain disruptions, or increased demand.

### **Document 26**

Similarity Score: 98%

Tag: M

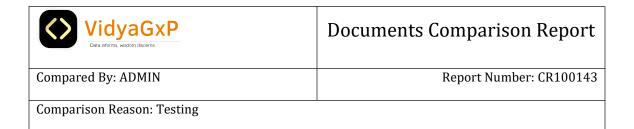
Summary: Different

Comparison Status: Compared

A designated team will initiate an OOS investigation within [timeframe] of identification.

The investigation will determine the root cause of the OOS, including factors such as production delays, supply chain disruptions, or increased demand chain.

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### 4.2 Data Collection:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Relevant data will be collected, including production records, inventory levels, customer orders, and quality control records.

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Relevant data will be collected, including production records, inventory levels, customer orders, and quality control records.

### **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Relevant data will be collected, including production records, inventory levels, customer orders, and quality control records.

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# VidyaGxP Documents Comparison Report Compared By: ADMIN Report Number: CR100143 Comparison Reason: Testing

# 4.3 Root Cause Analysis:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

A thorough analysis will be conducted to identify the underlying causes of the OOS.

Potential corrective actions will be developed.

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

A thorough analysis will be conducted to identify the underlying causes of the OOS.

Potential corrective actions will be developed.

## **Document 26**

Similarity Score: 100%

Tag: S

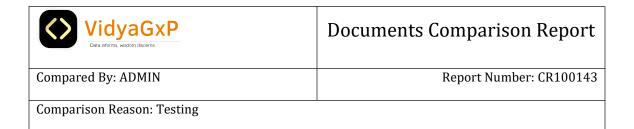
Summary: Same

Comparison Status: Compared

A thorough analysis will be conducted to identify the underlying causes of the OOS.

Potential corrective actions will be developed.

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# 5. OOS Communication

# 5.1 Internal Communication:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Information regarding the OOS and investigation findings will be shared with relevant departments.

Communication plans will be developed to address internal concerns and coordinate response efforts.

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Information regarding the OOS and investigation findings will be shared with relevant departments.

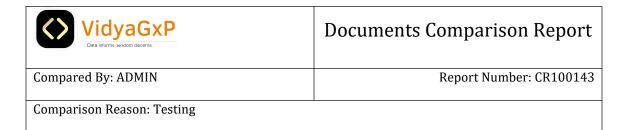
Communication plans will be developed to address internal concerns and coordinate response efforts.

# **Document 26**

Similarity Score: 100%

Tag: S

Comparison Date: 2024-08-05	Page 14 of 24



Summary: Same

Comparison Status: Compared

Information regarding the OOS and investigation findings will be shared with relevant departments.

Communication plans will be developed to address internal concerns and coordinate response efforts.

# **5.2 External Communication:**

## **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Standard templates will be used for customer notifications, including information about the OOS, estimated delivery dates, and alternative products (if available).

Customer inquiries will be managed professionally and promptly.

Media inquiries (if applicable) will be handled according to the company's media relations policy.

## **Document 19**

Similarity Score: 89%

Tag: A

Summary: Different

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Comparison Reason: Testing	

Standard templates will be used for customer notifications, including information about the OOS, estimated delivery dates, and alternative products (if available).

Customer inquiries will be managed professionally and promptly.

Media inquiries (if applicable) will be handled according to the company's media relations policy. There will be handled according to the company's media relations policy.

# **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Standard templates will be used for customer notifications, including information about the OOS, estimated delivery dates, and alternative products (if available).

Customer inquiries will be managed professionally and promptly.

Media inquiries (if applicable) will be handled according to the company's media relations policy.

# 6. Corrective and Preventive Actions (CAPA)

# **6.1 CAPA Implementation:**

# **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Date: 2024-08-05	Page 16 of 24

# VidyaGxP Dota informs. windown discerns. Compared By: ADMIN Comparison Reason: Testing Documents Comparison Report Report Number: CR100143

Corrective actions to address the immediate OOS situation will be implemented promptly.

Preventive actions to prevent recurrence of the OOS will be developed and implemented.

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Corrective actions to address the immediate OOS situation will be implemented promptly.

Preventive actions to prevent recurrence of the OOS will be developed and implemented.

### **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Corrective actions to address the immediate OOS situation will be implemented promptly.

Preventive actions to prevent recurrence of the OOS will be developed and implemented.

# **6.2 CAPA Effectiveness:**

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Date: 2024-08-05	Page 17 of 24

# VidyaGxP Dota informs. windown discerns. Compared By: ADMIN Comparison Reason: Testing Documents Comparison Report Report Number: CR100143

Comparison Status: Compared

The effectiveness of corrective and preventive actions will be monitored and evaluated.

# **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

The effectiveness of corrective and preventive actions will be monitored and evaluated.

### **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

The effectiveness of corrective and preventive actions will be monitored and evaluated.

# 7. Backorder Management

# 7.1 Backorder Process:

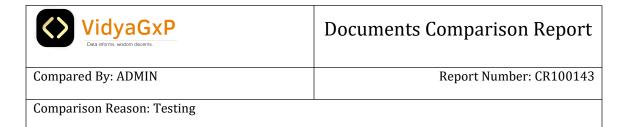
# **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Date: 2024-08-05	Page 18 of 24



Comparison Status: Compared

Customer orders for OOS products will be placed on backorder.

Backorders will be prioritized based on order date, customer importance, and product availability.

Customers will be regularly updated on the status of their backorders.

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Customer orders for OOS products will be placed on backorder.

Backorders will be prioritized based on order date, customer importance, and product availability.

Customers will be regularly updated on the status of their backorders.

### **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

Customer orders for OOS products will be placed on backorder.

Backorders will be prioritized based on order date, customer importance, and product availability.

Customers will be regularly updated on the status of their backorders.

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VidyaGxP Data informs, wisdom discerns.	Documents Comparison Report
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Comparison Reason: Testing	

# 8. Product Recall (if applicable)

# 8.1 Recall Initiation:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

If a product recall is necessary due to safety concerns, the recall process will be initiated in accordance with company and regulatory requirements.

# **Document 19**

Similarity Score: 95%

Tag: R

Summary: Different

Comparison Status: Compared

If a product recall is necessary due to safety concerns, the recall process will be initiated in accordance with company and regulatory.

### **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

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VidyaGxP Data informs, wisdom discerns	Documents Comparison Report
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Comparison Reason: Testing	

If a product recall is necessary due to safety concerns, the recall process will be initiated in accordance with company and regulatory requirements.

# 9. Recordkeeping

# 9.1 Documentation:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

All OOS investigations, corrective actions, and customer communications will be documented.

Records will be retained in accordance with company and regulatory requirements.

### **Document 19**

Similarity Score: 91%

Tag: R

Summary: Different

Comparison Status: Compared

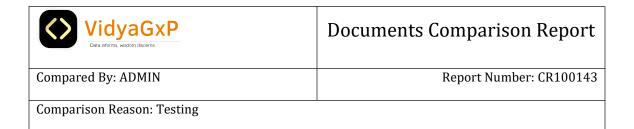
All OOS investigations, corrective actions, and customer communications will be documented.

Records will be retained in accordance with company.

### **Document 26**

Similarity Score: 96%

Comparison Date: 2024-08-05	Page 21 of 24



Tag: R

Summary: Different

Comparison Status: Compared

All OOS investigations, corrective actions, and customer communications will be documented.

Records will be retained in accordance with company and regulatory.

# 10. Training

# **10.1 Training Requirements:**

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

All personnel involved in OOS handling will receive training on this SOP.

Training will be conducted upon hire and annually thereafter.

### **Document 19**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Date: 2024-08-05	Page 22 of 24
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# Comparison Reason: Testing Documents Comparison Report Report Number: CR100143

All personnel involved in OOS handling will receive training on this SOP.

Training will be conducted upon hire and annually thereafter.

# **Document 26**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

All personnel involved in OOS handling will receive training on this SOP.

Training will be conducted upon hire and annually thereafter.

# 11. Review and Update

### 11.1 SOP Review:

### **Document 18**

Similarity Score: 100%

Tag: S

Summary: Same

Comparison Status: Compared

This SOP will be reviewed annually or as needed to ensure its effectiveness and compliance with regulations.

# **Document 19**

Similarity Score: 86%

Tag: A

Comparison Date: 2024-08-05	Page 23 of 24

VidyaGxP Data informs, wisdom discerns.	Documents Comparison Report
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Comparison Reason: Testing	

Summary: Different

Comparison Status: Compared

This SOP will be reviewed annually or as needed to ensure its effectiveness and compliance with regulations. New data to identify the changes.

# **Document 26**

Similarity Score: 96%

Tag: M

Summary: Different

Comparison Status: Compared

This SOP will be reviewed annually or as needed to ensure its effectiveness and compliance with regulations policies.