**SOP TRACEABILITY SYSTEM**

| **DEPARTMENTS** | IHC | **DATE OF IMPLEMENTATION** | 1 January 2020 |
| --- | --- | --- | --- |
| **PROCESS OWNER** | Head of Committee | **DOCUMENT REFERENCES** | HAS/MANUAL/TRACE/O1- 2020 |

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### **PURPOSE**

i. To provide the system of identification in product and process involved.

ii. To verify and identify the initial until end process of the product.

### **SCOPE**

The procedure applicable to:

i. All items and products purchased for the company.

ii. The initial until the end process of the product.

### **PROCEDURES**

| **No.** | **Description** | **Task** |
| --- | --- | --- |
| **1.** | i. Identify the process of the product from initial until the end.  ii. Check with the database system for the reference. | **Halal Department** |
| **2.** | 1. Trace the process in the database system. 2. Check with the internal and external parties involved with the process. | **Procurement Department** |
| **3.** | 1. Segregate items involved and put at the quarantine area for further action. 2. Documented all the records. | **IHC** |

### **RECORDS**

| **TRACEABILITY SYSTEM** | **PROCESS** |  |
| --- | --- | --- |
| Invoice  Resit of purchasing  Halal certification | **Purchasing raw materials** | **PRE-**  **PRODUCTION** |
| Delivery order (DO)  Certificate of analysis (CoA) | **Receiving raw materials** |
| Stock card  Checklist incoming raw materials  Original packing label | **Storing raw materials** |

| Release record  Formulation record  Batch manufacturing record | **Production** | **PRODUCTION** |
| --- | --- | --- |
| Name and address of halal certification holder  Batch number  Expiring date | **Packaging** |
| Stock card  Release note | **Storing end products** |
| Transportation Contract (if applicable)  Distribution note/record | **Distribution** | **POST- PRODUCTION** |
| Packaging label  Batch number/barcode  Customer complaint record | **Wholesaler, retailer, consumer** |

| **Customer Complaint Log** | | | | |
| --- | --- | --- | --- | --- |
| **Reference Number** | **Complaint Keywords** | **Received On** | **Resolved On** | **Comments** |
| DIS-223-72A | Discount/ Membership/ Website | 05-Feb-2019,  1:09PM | 05-Feb-2019,  3:05PM | Resolved to the client’s satisfaction |
| MGH-409- 19G | Return/ Broken of Good | 06-Mar-2019,  1:30PM | 07-Mar-2019,  10:00AM | Escalation required, customers demanded larger compensation than the regulations allow. Issue was resolved and approved by the team leader. |
| JER-248- 86H | Return/ Broken of Good | 15-May-2019,  09:00AM | 16-May-2019,  11:00AM | Issue was resolved and approved by team  lead. |