





	Process Name/ Title:					Document No:		WI-WHS-RMW-010	
	STOP, CALL AND WAIT PROCEDURE					Effective Date:		March 13, 2025	
	WORK INSTRUCTION					Product Code/Name:		Customer Code:	
	n/a					Rev. No.:		3	
No.		Work Procedure/ Illustration							
STOP, CALL AND WAIT PROCEDURE									
DEPARTMENT / SECTION : WAREHOUSE / RM									
ABNORMALITY INFORMATION FLOW		0 - 5 mins.		5 - 10 mins.		10 - 15 mins.		15-20 mins.	
ABNORMALITY		TEAM MEMBERS		LEADER		SUPERVISOR		SECTION MANAGER	
								PLANT MANAGER/DIRECTOR GEN. MANAGER	
1	MACHINE	Damaged Equipments/Tools	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Instruct members not to use the equipment/tools > Instruct to separate the equipment and put label using Management Tag > Inform immediate Superior	> Check the condition of the equipment IF CAN DEAL FIXING THE EQUIPMENT > Instruct member to proceed for the repair of the equipment/tools IF CANNOT DEAL FIXING THE EQUIPMENT > Request to Engineering/ Maintenance Team for the assesment/repair of the affected equipment/tools	> Verify the problem and action taken	> Verify the problem and action taken		
2	MATERIAL	Material Overflow	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Inform immediate Superior > Coordinate to Purchasing Team by sending list of Over stock materials via Email > Instruct members to store over stock materials at Overflow Designated area	> Monitor the delivery timing of the affected material(s) > Coordinate to Purchasing team for the countermeasures	> Verify the problem and action taken	None		
3	MATERIAL	Critical Stock level	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Inform immediate Superior > Coordinate to Purchasing Team by sending list of critical materials via Email > Ask Purchasing team for the delivery schedule of the affected materials	> Inform production team for the status of delivery of materials > Monitor the actual delivery of materials > Coordinate to Purchasing team for the countermeasures	> Verify the problem and action taken	None		
4	MATERIAL	Inventory Variance (Actual vs Monitoring)	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Inform immediate Superior > Gather data needed > Check system transaction history of Incoming and Issuance > Conduct inventory count of the affected materials > Analyze the root cause of the variance	> Create countermeasures to avoid recurrence > Report to Department Manager for the approval of any inventory adjustment needed	> Verify the problem and action taken	None		
5	MATERIAL	Encountered below minimum or above maximum Temperature and Humidity Reading	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Check the condition of the Dehumidifier and Thermohygrometer if it is functioning > Inform immediate Superior	> Coordinate and ask to Engineering Team for possible cause and effect on the fluctuation of Thermohygrometer reading > Coordinate to QA/QC Team for the re-inspection of the Terminal raw materials	> Verify the problem and action taken	None		
6	MATERIAL	Materials Dropped Parts	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Inform immediate Superior > Instruct members to Hold the materials at the temporary WH Holding area > Record the incident to the Dropped Parts Monitoring	> Prepare incident report > Request to QA/QC team for the re-inspection and proper identification of the materials and wait for the completion of the inspection > If OK to use, endorse to member for proper storage > If Not OK (NG), request to QA/QC team for inspection result > Instruct leader to attached Defect Tag > Instruct leader for the preparation of disposal form > Provide countermeasure to avoid recurrence	> Verify the problem and action taken	> Verify the problem and action taken		
03/13/25	3	Revised procedure on Item no.9 Receiving of items: With Damaged/Collapedes/Wet shipment			E. Sanchez	M. Banaban I. Aranas	N. Kitamura	Prepared by:	
04/26/24	2	Additional item no. 10, 11, 12, 13 and 14			M. Banaban	I. Aranas	N. Kitamura	Checked by:	
02/17/24	1	Additional details			M. Banaban	I. Aranas	N. Kitamura	Approved by:	
04/26/23	0	Initial Issue			E. Sanchez	M. Banaban	N. Kitamura	  	
Est./Rev. Date	Rev. No.	Details of change			Revise	Check	Approve	Est. date: April 26, 2023	

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	Process Name/ Title:				Document No:		WI-WHS-RMW-010	
	STOP, CALL AND WAIT PROCEDURE				Effective Date:		March 13, 2025	
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	Product Code/Name:		Customer Code:		Page No.:		2 of 3	
n/a		n/a						

No.	Work Procedure/ Illustration						
STOP, CALL AND WAIT PROCEDURE							
DEPARTMENT / SECTION : WAREHOUSE / FINISHED GOODS							
ABNORMALITY INFORMATION FLOW		0 - 5 mins.	5 - 10 mins.	10 - 15 mins.	15-20 mins.	20 mins. or more	
ABNORMALITY		TEAM MEMBERS	LEADER	SUPERVISOR	SECTION MANAGER	PLANT MANAGER/DIRECTOR GEN. MANAGER	
7	MATERIAL	Material Quality Issue	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting Position	> Received an information from WH members, Abnormality/Quality Team > Hold the materials in WH Temporary Holding Area > Inform immediate Superior	> Report to Department Manager > Instruct Leader to check the affected materials lot no. and quantity > Check the materials inventory stock level - If OK Stock level - Inform the quantity of the affected materials to concerned Department - If in Critical stocks - Inform Purchasing team to request additional order from supplier > Wait for the final disposition from Quality Team - If OK - instruct leader to return the materials in its proper location - If NG - Instruct leader to prepare the materials for transmittal to Quality Team for proper Holding	> Verify the problem and action taken	> Verify the problem and action taken
		Expired Materials	- If the incident occurs before receiving the items from supplier, Do not receive the items - If the incident occurs at the wh storage area, Hold the materials in WH Holding area STOP the process. CALL the attention of Leader. Do not continue WAIT for the instruction of the leader superior and observe Standard Waiting Position	> Check the affected materials > Determine the cause of expired materials > Inform immediate Superior	> Report to Department Manager > Coordinate to Quality Team for the disposition of expired materials > If Ok to use - Instruct leader to apply 4m change for the affected materials for traceability purposes > If NG - Instruct leader to endorse the affected materials to Quality team for proper Holding and disposition > Provide countermeasure to prevent expired materials	> Verify the problem and action taken	None
9	MATERIAL	Receiving of items with:		> Check the report of members 	> Verify the report	> Verify the problem and action taken	None
		Damaged / Collapsed / Wet shipment	STOP the process. CALL the attention of Leader. Do not continue the process WAIT for the instruction of the Leader/Superior and observe Standard Waiting Position	> Inspect the materials and take photos as evidence If Imported or Overseas Delivery: > Ask forwarder/Courier for the damaged report > Inform immediate Superior	> Inform Purchasing team and Section Manager > Wait for Purchasing advise > If Purchasing advise not to receive the materials > Instruct leader/members not to receive the materials > If Purchasing advise is to proceed with the receiving of materials > Instruct members to received the materials and transfer the affected materials to WH Temporary Holding area > Inform QA team for witnessing and verification on the affected damaged delivery within the day > Create a report and send an email notification to QA Team for the creation of Trouble Report for issuance to Supplier/Forwarder > Wait for QA team disposition > Instruct Leader/members to endorsed affected materials to QA team for proper holding		
		Quantity Discrepancy (Actual VS Shipping Documents)	> Check the report of members > Inform immediate Superior	> Verify the report > Inform Purchasing team and Section Manager > Wait for the instruction of Purchasing Team			
		Incomplete documents					

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No.	Work Procedure/ Illustration
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STOP, CALL AND WAIT PROCEDURE						
DEPARTMENT / SECTION : WAREHOUSE / FINISHED GOODS						
ABNORMALITY INFORMATION FLOW		0 - 5 mins.	5 - 10 mins.	10 - 15 mins.	15-20 mins.	20 mins. or more
ABNORMALITY		TEAM MEMBERS	LEADER	SUPERVISOR	SECTION MANAGER	PLANT MANAGER/DIRECTOR GEN. MANAGER
9	MATERIAL	Wrong/No Proper Material Label	> Check the report of members > Inspect the materials and take photos as evidence > Inform immediate Superior	> Verify the report > Inform Purchasing team and Section Manager > Wait for Purchasing advise > If Purchasing advise not to receive the materials > Instruct leader/members not to receive the materials > If Purchasing advise is to proceed with the receiving of materials > Instruct members to received the materials and transfer the affected materials to WH Temporary Holding area > Inform QA team for witnessing and verification on the affected damaged delivery within the day > Create a report and send an email notification to QA Team for the creation of Trouble Report for issuance to Supplier/Forwarder > Wait for QA team disposition > Instruct Leader/members to endorsed affected materials to QA team for proper holding	> Verify the problem and action taken	None
		Wrong Item Delivered	WAIT for the instruction of the Leader/Superior and observe Standard Waiting Position			
10	MAN	WHE Personnel/Staff/ Leader not feeling well	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Check the condition of manpower > Inform immediate to superior	> Instruct personnel to go to clinic with assistance for the assessment of Nurse/Doctor on duty > Check the effect in the operation > Assigned replacement for his/her job > Report to superior immediately	> Verify the problem and action taken
		WHE Personnel/Staff/ Leader involved in accident/incident	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Check the condition of manpower > Inform immediate to superior	> Verify the problem reported > Report to superior immediately > Bring the involved personnel in the appropriate place and person > Conduct investigation report > Provide countermeasure to avoid re-occurrence	> Verify the problem and action taken
11	MAN	WHE Personnel/Staff/ Leader involved in accident/incident	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Check the condition of manpower > Inform immediate to superior	> Verify the problem reported > Report to superior immediately > Bring the involved personnel in the appropriate place and person > Conduct investigation report > Provide countermeasure to avoid re-occurrence	> Verify the problem and action taken
12	METHOD	Receiving - No Peza stamp on receiving documents Delivery Receipt(DR)	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Instruct Delivery personnel to return to Peza for proper stamping of receiving documents > Inform immediate to Superior	> Inform Purchasing team to remind supplier's for proper stamping of receiving documents prior delivery of the materials	> Verify the problem and action taken
13	METHOD	Picking - Wrong issuance of materials to end-user	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Instruct member to hold the affected materials > Check the history of the affected materials > Coordinate to production for possible wrong usage of the materials > Inform immediate to Superior	> Verify the report of leader > Create analysis for the rootcause of the problem > Provide countermeasure to avoid recurrence > Report to superior immediately	> Verify the problem and action taken
14	METHOD	Locating - No attached monthly color coding on materials	STOP the process. CALL the attention of Leader. Do not continue the process. WAIT for the instruction of the leader superior and observe Standard Waiting position	> Instruct member to check all materials without attachment of monthly color coding with the same received date > Verify other materials with same received date > Inform immediate to Superior	> Verify the report of leader > Create analysis for the rootcause of the problem > Provide countermeasure to avoid recurrence > Report to superior immediately	> Verify the problem and action taken

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