	Process Name/ Title:					Document No:		WI-WHS-FGW-004	
	STOP, CALL AND WAIT PROCEDURE					Effective Date:		February 17, 2024	
	WORK INSTRUCTION					Rev. No.:		0	
	Product Code/Name:		Customer Code:			Page No.:		1 of 2	
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
1	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	None
2	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	> Verify the problem and action taken
3	MACHINE	OFFICE machine/device breakdown (PC,Laptop,Printen,Scanner) 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 machine/device > Report immediate to superior	> Verify the condition of the machine/device > Create JOB Order to IT > Check the status of the operation and its effect > Investigate the root cause of the problem > Provide countermeasure to avoid recurrence > Report to superior immediately to get advice and approval	> Verify the problem and action taken	> Verify the problem and action taken
4	MACHINE	Container Truck Found Damaged or have LEAK 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 details of container problem > Consolidate all information of irregularity encounter > Inform immediate to Superior	> Verify the problem reported by leader > Coordinate to IMPEX for the their disposition > Check the effect in the operation > Report to superior immediately	> Verify the problem and action taken	> Verify the problem and action taken
5	MACHINE	Forklift machine breakdown 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 machine > Report immediate to superior	> Verify the condition of the machine > Coordinate to PURCHASING to report to provider maintenance > Check the status of the operation and its effect > Investigate the root cause of the problem > Provide countermeasure to avoid recurrence > Report to superior immediately to get advice and approval	> Verify the problem and action taken	> Verify the problem and action taken
6	Material	Lacking FG models for 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	> Check the inventory data to confirm the lacking report > Consolidate all lacking details > Inform immediate to Superior	> Verify the report from leader > Coordinate to QC FINAL FG inspection the requirement models that needed for shipment > Informed superior regarding the status of lacking models	> Verify the problem and action taken	> None

4/17/24		0	Initial Issue			M.Banaban	I.Aranas	N.Kitamura	Prepared by:	Checked by:	Approved by:
Est./Rev. Date		Rev. No.	Details of change			Revise	Check	Approve	Est. date:	4/17/2024	

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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

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MATERIAL

FG delivery from QC
Final Inspection not in
FIFO arrangement

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 actual condition of FG items
for receiving
> Instruct warehouseman to hold the items
> Inform immediate to Superior

> Verify the report of leader
> Coordinate to QC Final inspection
> Instruct leader to return the FG
items to arrange by QC properly

> None

None

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MATERIAL

FG items accidentally
dropped

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

> Take photo the actual condition of items
> Arrange the items in safe condition
> Instruct the warehouseman to hold the
items
> Inform immediate to superior

> Check the actual condition of the
items
> Report to superior immediately
> Conduct investigation on how it
happened
> Coordinate to QC inspection for
quality checking of items
> Provide countermeasure to avoid re-
occurrence

> Verify the problem and
action taken

> Verify the problem and action
taken

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Material

NO Packaging
Materials Supply

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 inventory data to confirm the
report
> Consolidate all lacking details
> Inform immediate to Superior

> Verify the report from leader
> Coordinate to Purchasing regarding
the status of delivery
> Check the operation status and
possible effect
> Conduct investigation on what
happened
> Provide countermeasure to avoid re-
occurrence
> Report to superior immediately

> Verify the problem and
action taken

> None

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METHOD

System error or down

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 operation
> Provide the necessary details of the
affected operation
> Inform immediate to Superior

> Verify the problem reported
> Coordinate to IT PIC to fix the
problem
> Check the operation status
> Confirm the effect on the operation
> Report to superior immediately

> Verify the problem and
action taken

> Verify the problem and action
taken

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Method

NO Container truck
used for Shipment of
Finished Goods

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 actual condition of FG items
for shipment
> Inform immediate to Superior

> Verify the report of leader
> Coordinate to Impex the schedule
and arrival of container
> Check the possible effect in the
operation
> Report to superior immediately

> Verify the problem and
action taken

> Verify the problem and action
taken

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METHOD

Shipment preparation
irregularity
encounter(FG items
wrong FIFO
arrangement, Wrong
attachment of
shipment labels,Error
during POKAYOKE)

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 details of irregularity
> Consolidate all information of
irregularity encounter
> Inform immediate to Superior

> Verify the actual status of
irregularity reported
> Conduct the root cause of the
irregularities
> Take immediate action to fix the
problem and provide countermeasure
to avoid re-occurrence
> Report to superior immediately to
get advised and approval

> Verify the problem and
action taken

None

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