Rakai Health Sciences Program

Stores and Inventory Management
Standard Operating Procedures

Revision history

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Contents

Abbreviations

SO	-	Stores Officer
SM	-	Stores Manager
DDFA	-	Deputy Director Finance and Deputy Director Finance and Admin
ED	-	Executive Director
DP	-	Director Programs
FM	-	Finance Manager
TO	-	Transport Officer
SMT		Senior Management Team
DFA		Director Finance and Administration
GSP		Good Storage Practice
PM		Procurement Manager
NDA		National Drug Authority
GRN		Goods Received Note
PFI		Procedure For Importation
COA		Certificate Of Analysis
WIMS		Warehouse Inventory Management System

Definitions

Expired stock	-	Goods that have reached the end of their shelf life as per the manufacturer
Short dated stock	-	Goods with 3 months to expiry as calculated from the product issuance
Damaged stock	-	Goods that have been damaged to the extent that they are no longer in a usable condition.
GSP		Refers to the WHO best practices for storage of pharmaceutical products and related health commodities
Cold Chain		The continuous process through which stock, which needs to be refrigerated at temperatures normally ranging between 2 degrees Celsius and 8 degrees Celsius, is received, stored, picked, packed, checked and distributed.

Part I – Pharmaceutical Products, Medical Supplies and Other Stock Items

1 Procedure for Receiving Goods

Purpose: To ensure efficient and effective receipt and handling of health commodities.

No	Procedure	Action Owner
1.1	Review expected deliveries on a regular basis and notify SM of any outstanding deliveries.	PM
1.2	Arrange to have sufficient resources, where applicable, to off-load goods for any expected delivery	SM
1.3	Determine which Store shall receive a specific deliveryat agreed RHSP premises.	SM
1.4	Liaise with PM and clearing agent or supplier to schedule deliveries to the identified store.	SM

1.5	Receive supplier's documents that MUST include the following;
	• **Foreign consignments:**
	  – Tax invoice, Airway bill, Packing list,
	  – Certificate of analysis (COA) for each batch where applicable and
	  – Clearing agent's delivery note
	• **Local Consignments:**
	  – Local Purchase Order, Packing list
	  – Certificate of analysis (COA) for each batch where applicable and Supplier's delivery note
		SM

1.6	Cross check and ensure that the Tax Invoice / delivery note tally with approved PFI, in case of foreign consignments and local purchase order, in case of local consignments in terms of Item description, manufacturer, strength, pack size and quantity.	SM
1.7	Raise a query if the supplier documents do not match the approved PFI or local purchase order and forward to Procurement Manager for follow-up and action.	SM
1.8	Offload goods from vehicle and stack them neatly onto pallets in the receiving bay.	SM
1.9	In case of cold chain items, offload goods from vehicle and transfer to the cold room ensuring that each batch is placed on a separate pallet	SM
1.10	Check that the goods match with the approved PFI or local purchase order in terms of, • Item Description and Unit of measure • Quantity per pack (Open each box if consignment is less than one pallet or use weight to verify if more. Write results from weighing on designated form, arranged by pallet load).	SM
1.11	In all cases of missing items for foreign consignments, fill out a query form endorse and forward to Procurement Manager for follow up. For Local Items complete orders shall be received unless pre-approved by the DDFA.	SM
1.12	Assess the quality of items received using the Quality Assessment Checklist • Batches indicated on the Outer carton match with those indicated on the inner packaging (sample at least 4 boxes per pallet) • Labeling is appropriate • Certificate of Analysis from the manufacturer is available for each batch received.	SM

	• Expiry date of each item is acceptable – refer to the RHSP Shelf Life Policy. • Contents match item description: Open up one container per batch to check that contents represent the item description on the label as regards appearance and fill volume.	
1.13	Record discrepancies and reject or quarantine defective/non-compliant goods: • Reject defective/non-compliant goods from local suppliers • Quarantine defective/non-compliant goods from foreign suppliers pending follow-up, re-export or destruction.	SM
1.14	Generate a GRN and enter the details of compliant and/or non-compliant received items (including quarantined rejects) where applicable and forward to Deputy Director Finance and Admin for approval.	SM
1.15	Confirm the information entered on the GRN against the tax invoice and delivery note; and conduct additional verification as deemed necessary prior to approval.	
1.6	Inform procurement immediately in case of rejection of items by indicating the same on a rejection Form .	
1.17	Endorse Delivery note to confirm that goods have been received in right quantity and state. • Separate and retain RHSP copies, give the supplier or supplier representative their copies Write any anomalies observed on the delivery note if any	SM
1.18	In case of partial rejection of consignment, endorse Delivery notes only after details of the rejected items and quantities have been included, and the supplier has acknowledged them in writing.	
1.19	Use a copy of the delivery note to make entries into electronic system	SM
1.20	File copies of the approved PFI or LPO, GRN and send originals to Finance	SM
1.21	Use the approved PFI, and GRN to complete the order entry in the computerized system.	SM
1.22	Assign GRN number in computerized system and approve the GRN	SM

2   Procedure for Monitoring Stock

Purpose: To track expired, obsolete and slow-moving items as well as lot information to enable timely decision making and prevent undue losses

No	Procedure	Action Owner
1.0	*Stock quantity, location and lot tracking information*	
1.1	Use bin location list or WIMS to track all stock locations, batch numbers and expiry dates.	SM
1.2	Receive and investigate reports from Stores Assistants on all stock discrepancies (e.g. items not found on location, wrong items on location, or wrong batch numbers and expiry dates)	SM
1.3	Correct relative discrepancies appropriately through: • Physical movement of stock to correct locations • Movement of stock in the inventory management system to correct locations • Revision of batch numbers, expiry dates and manufacturer information	SO/
1.4	Correct absolute discrepancies (mismatch between total physical inventory value for an item versus inventory management system value)after stock taking i.e. • Investigative report explaining the reasons for the discrepancies. • Raise a positive or negative adjustment journal and a request for stock adjustment • Forward to Deputy Director Finance and Admin for approval	SM
2.0	*Monthly Expiry Date Survey*	
2.1	Prepare a 6-month expiry projection report on a monthly basis, indicating which products are likely to expire before issue	SM
2.2	Cross check physical stock against expiry report to confirm and share report including suggested actions with Deputy Director Finance and Admin	SM
2.3	Review and confirm actions to be taken	DDFA
2.4	Write-off expired drugs, medical sundries and other supplies (refer to Procedure for handling damaged or expired commodities	SM
2.5	Write-off items recommended for donation	SM
3.0	*Slow moving and obsolete items*	
3.1	Generate a quarterly report from the computerized system for items that have not issued for over 6 months.	SM
3.2	Analyze the report for slow moving items and decide on the most appropriate course of action	DDFA
3.3	Write-off items recommended where applicable	SM

3 Procedure for Handling Expired, Short Dated and Damaged items.

Purpose: To identify, handle, segregate and dispose expired and damaged items to avoid mix-ups.

No	Procedure	Action Owner
1.0	*Identification, verification and segregation of expired/short dated items from stock*	
1.1	Identify expired/short dated items in the store through the following methods: • Prepare a 6-month expiry projection report once every month from Stores Information Management System (WIMS). • Physically identify expired/short dated items through regular stock inspection e.g. during stock take.	SM
1.2	Verify that the stock is expired/short dated	DDFA
1.3	Remove all expired stock and short dated stock due to expire within 3 months from the shelves and transfer to a "Rejected Area"	SM
1.4	Verify that expired/ has been removed from the shelves and transferred to a "Rejected Area".	DDFA
1.5	Fill in a request for stock adjustment ensuring that all information indicated corresponds to the affected stock.	SM
1.6	Forward the stock adjustment request to the DDFA for approval and copy The SMT Director ..	SM
1.7	Provide a copy of the approved stock adjustment form to Finance to prepare stock adjustment journals.	SM
1.8	Effect a negative stock adjustment of the affected stock in the inventory management system.	SM
2.0	*Identification, verification and removal of damaged items from stock*	
2.1	Identify damaged items through monthly stock inspection.	SA
2.2	Verify that stock is indeed damaged and cannot be issued	DDFA
2.3	Remove all damaged items from the shelves, transfer to the "Rejected Area"	SM
2.4	Fill in a request for stock adjustment ensuring that all information indicated corresponds to the affected stock	SM
2.5	Forward the stock adjustment request to the DDFA for approval and copy Executive Director and relevant project manager in case of project	SM
2.6	Provide a copy of the stock adjustment form to Finance to prepare stock adjustment journals	SM
2.7	Effect a negative stock adjustment of the affected stock in the inventory management system	SM
3.0	*Destruction of expired/damaged items*	
3.1	Compile a list of the items, corresponding weights, and value	SM
3.2	Verify that the items require destruction	DDFA
3.3	Obtain approval for Destruction from the Executive Director	SM
3.4	Liaise with relevant authority to inspect and authorize destruction	DDFA

4   Procedure for Issuing Stock

Purpose: To provide guidance on how to issue stock and thus ensure proper inventory management and control.

No	Procedure	Action Owner
1.0	*Issuing of stock for testing*	
1.1	Obtain a request for samples for testing and instruct SO/A to pick	SM
1.2	Pick the items required for testing from the respective locations • Scrutinize the order sheet and understand the items to be picked • Read the item description • Check unit of measure, pack-size, strength and weight of the package where applicable • Check lot/batch number and expiry date • Confirm that shelf life is > 2 months • Check manufacturers name • Pick the quantity required and place in a trolley or basket	SO/A
1.3	Forward the items to SM and indicate the location from which each item has been picked	SO/A
1.4	Fill in the stock adjustment form for the picked items ensuring that all information indicated corresponds to the picked stock.	SM
1.5	Forward to DDFA for approval and copy Executive Director	SM
1.6	Issue items for testing along with a delivery note which should be endorsed by the recipient.	SM
2.0	*Issuance of stock for Donation*	
2.1	Decisions to donate shall be made by the SMT.	SM
2.2	Receive authorization for donation of items from the DFA	SM
2.3	Proceed as in 1.2 to 1.6 above to have the items picked, approved	SM
2.4	Write a letter to the recipient, indicating the items and quantities being issued, with a provision for the recipient to acknowledge receipt.	ED
2.5	Issue items to the recipient and request him/her to endorse on the letter to acknowledge receipt of donated items.	SM
2.6	File a copy of the endorsed letter	SM

5   Procedure for Stock Take

Purpose: The purpose of the stock take is to ensure that physical stock on hand agrees with the stock records in the inventory management system and the bin cards and is free of damaged or expired items.

No	Procedure	Action Owner
1.0	***Stock take program***	
1.1	Prepare a detailed monthly stock take schedule outlining • Activities to be carried out and their time frames • Counting teams, team leaders, reconciliation, registration, investigation and other groups	SM
1.2	Share the program with DDFA for review prior to distribution	SM
1.3	Distribute the program to relevant staff	SM
2.0	***Preparations for stock take (1 week before)***	
2.1		
2.2	Identify an area where goods coming in as an exception shall be stored and clearly labeled.	SM
2.3	Clear up and enter all orders for received and returned items; and ensure that all items in the receiving bays are put away.	SM
2.4	Ensure that the store is neat, tidy and in good order to facilitate counting. • Label and properly arrange stock in locations • Label all storage locations	SO/A
2.5	Ensure that all outstanding stock adjustments are effected; all expired and damaged items are sorted out and well placed in the designated areas.	SM
2.6	Physically check the dispatch bay to ensure that all goods are labeled as customer orders or else returned to locations.	SM
2.7	Cross check that items are in correct physical locations as compared to the inventory management system	SM
2.8	Record and place a copy on file of the last numbers of the following documents: goods received note/delivery note, store issue document(s) and goods returned note, location transfer documents	SM/SO /A
3.0	***Cut off procedures***	
3.1	All stock received prior to the stock take must be included in the stock count and entries processed to the stores and accounting records.	SM/FM
3.2	All stock received during and after the stock take must be excluded from the stock count and must not be entered in the accounting system/ stock records until after the stock count has been completed and the physical quantities have been agreed to the stock records.	SM/FM
3.3	All stock issued before the count must be excluded from the count and all accounting and stores entries must be processed and up to date before the count begins.	SM/FM

3.4	During the stock count and up until the physical quantities have been agreed to the quantities on the stock records there must be no movement of stock during the stock count (it is best if the store closes) and no processing of accounting and stock records that are stock related. Issue of Stock during the stock take should not be permitted as far as is practically possible.	SM
4.0	*Physical counting (gazetted day)*	
4.1	An independent adhoc team outside Stores shall be selected by the DDFA approved by ED.	SM
4.2	Conduct a brief meeting for stock take staff to clarify any issues and share previous experiences	SM
4.3	Print counting sheets & distribute to the various teams	SM
4.4	Provide pens, clipboards, markers and calculators to counting teams	SO/A
4.5	Physically identify and count items by location in a sequence and record results against the correct items on counting sheets provided. • Take note of item description and units of measure • Take note of pack sizes • Take note of quantities per carton • Take note of partially full cartons and loose packs • Take note of any mix-ups	Teams
4.6	Record any expired or short expiry items (< 6 months) and damaged items on the extra sheets provided.	Teams
4.7	Record any items not found on the counting sheets on the extra sheets provided	Teams
4.8	Conduct a second count for item that do not tally with first count • Deploy a different counting team • Use a fresh counting sheet	Teams
4.9	Conduct a third count for items where the first and second count do not tally • Deploy a different counting team • Use a fresh counting sheet	Teams
4.10	Generate a variance report for all locations where the third count has been completed • Attach a list of expired or near expiry and damaged items • Attach a list of items not found on the counting sheets	SM
5.0	*Investigation of discrepancies and posting*	
5.1	Print inventory at hand report (stock status report) for use to investigate variances	SM
5.2	Investigate items with a significant variance	SM/SO/A
5.3	Make changes on variance reports where necessary and endorse	SM/SO/A
5.4	Check variance reports against counting sheets to ensure correct entry and endorse	SM
5.5	Forward variance reports to DDFA for approval and copy ED	SM
6.0	*Stock Adjustments*	
6.1	Check and approve the results of the count and forward for system entry. • If there is a query send back to SM for further investigations • If no query approve	DDFA
6.2	Input count results into the financial management system	SO/A

7.0	*Random Stock Take*	
7.1	Random stock takes shall be done on a monthly basis by the RHSP Auditor	
7.2	Identify items that require random stock takes • Items that present a problem • Items of which stock happens to be very low and which can easily be counted • Items that are out of stock, to confirm that nothing is remaining • Items that are of high value • Items that are easily mixed up e.g. similar packaging different strength	SM/DDFA
7.3	Prepare appropriate count sheets and instruct SO/A to count	SM
7.4	Count items, record physical quantities and forward to SM for verification	SO/A
754	Verify counts and raise queries, if any, for SO/A to follow up	SO/A
7.6	Check variance reports against counting sheets & investigate items with a significant variance to ensure correct entry.	SM/SO/A
7.7	Make changes on variance reports where necessary and endorse	SO/A
7.8	Forward variance reports to SMT .	Auditor
7.9	Follow steps 5.1-5.2 above, in effecting stock adjustments where applicable	SM
8.0	*Valuation*	
8.1	Valuation is as important as counting. The value of stock shall be computed and reflected in the RHSP annual accounts (as a product of the physical quantities and corresponding cost prices). Cost prices will be determined by the first-in, first-out (FIFO) method.	FM

6   Procedure for Environment and Equipment Control

Purpose: To spell out activities to be followed to ensure that the store environment is suitable for medicines storage and promotes health and safety of store staff. This procedure covers all activities related to environmental and equipment control e.g. temperature and humidity monitoring; maintenance and servicing of fire equipment; calibration of equipment; and inspection of premises and utilities.

No	Procedure	Action Owner
1.0	**Environmental Control**	
1.1	Print temperature and humidity monitoring record sheets	SM
1.2	Read and record minimum, maximum and current temperatures for the stores every morning and evening	SM
1.3	Read and record humidity readings for the stores every morning and evening	SM
1.4	Follow the procedures for non-conformance in case of one of the following: • Humidity is above 70% • Temperature above 30^0C • There is a difference in temperature readings of $>5^0$C • There is a difference in temperature readings of $>5\%$	SM
1.5	Plot the readings on a monthly chart and file both the chart and the sheets	SM
1.6	Check daily that all items are stored in the conditions specified on packages and take corrective actions accordingly	SM
1.7	Share copies of temperature and humidity readings with DDFA	SM
2.0	**Calibration of Equipment**	
2.1	Liaise with the Procurement Manager to request at least three external providers of calibration services to provide pro-forma invoices for calibration of equipment at least once every 6 months or as required (weighing scale, max-min thermometers & hygrometers).	SM
2.2	Receive, evaluate and select appropriate calibration services vendor	PM/SM
2.3	Prepare purchase order and forward to vendor to calibrate equipment	PM
2.4	Oversee the calibration of equipment	SM
2.5	Share copies of calibration reports with DDFA	SM
3.0	**nnual Fire Prevention, Detection & Fighting Equipment Inspection**	
3.1	Liaise with the Procurement Manager to request at least three pre-qualified vendor(s) to provide pro-forma invoice(s) for inspection and maintenance of: • Fire extinguishers • Fire detectors • Fire alarms	SM

	• Fire hoses, reels and glasses	
3.2	Receive, evaluate and select appropriate vendor where applicable	PM/SM
3.3	Prepare purchase order and forward to vendor to conduct inspection and maintenance	PM
3.4	Oversee the inspection, maintenance and servicing of fire prevention, detection and fighting equipment	SM
3.5	Share copies of calibration reports with DDFA	SM
3.6	Quarterly snap checks shall be done	
4.0	*General Maintenance of Equipment and Tools*	
4.1	Provide regular service and maintenance of all store equipment	SM
4.2	Maintain a log of faults, services and repair all key equipment	SM
4.3	Report failure and damage of equipment and tools to maintenance technicians	SM
4.4	Inform PM to contact a prequalified service provider as required for repair	SM
4.5	Oversee the maintenance of equipment and tools	SM
4.6	Share copies of the maintenance reports with the DDFA	SM
5.0	*Monthly Inspection of Stores*	
5.1	Conduct a physical inspection of the stores at least once a month check for: • Leakages or ground water seepage • Flaking paint • Cracks in walls, ceiling and/or floor • Integrity of door locks • Integrity of racks • Signs of vermin	SM
5.2	Prepare and present a report of findings and any potential problems to DDFA	SM
5.3	Arrange to have the problems fixed in time	SM

7   Procedure for Routine Inspection of Stored Items

Purpose: To provide guidance during routine inspection of stored goods in order to assess compliance with Good Storage Practice (GSP).

No	Procedure	Action Owner
1.1	Identify the storage locations you would like to assess for GSP (Assess all storage locations at least once a month)	SM/PA
1.2	Identify a reference storage location and assess in order without skipping any storage location • Check that the locations contains the right items/goods • Check that the expiry dates and batch numbers correspond to those in the inventory management system • Check that First-Expiry-First-Out is followed when issuing stock • Check that item labels are intact • Check for damages and leakages • Identify expired commodities • Check that all goods are neatly placed on pallets with labels facing the aisles • Check that the pallets are still fit for use • Check that cold chain is maintained • Check utilities and layout • Check equipment	SM
1.3	Record your observations for each storage location	SM
1.4	Share the assessment report with PA and DCS highlighting areas for corrective action	SM
1.5	Arrange to have the corrective actions implemented within 1-3 days of receipt of the assessment report.	PA
1.6	Follow up corrective actions with SM to ensure implementation	PA

8   Procedure for Storage of Items

Purpose: To ensure proper storage of goods and preserve their quality

No	Procedure	Action Owner
1.0	*Storage*	
1.1	Place all goods destined for storage on pallets where applicable	SM/SA
1.2	Place the goods with labels facing the aisles	SM/SA
1.3	Seal off open cartons with adhesive tape	SM/SA
1.4	Locate palletized goods on assigned bins and ensure that the pallets are stable	SM/SA
1.5	Locate liquids preferably on lower shelves	SM/SA
1.6	Locate cold chain items in the cold rooms	SM/SA
1.7	Store damaged, rejected and expired goods at all times in designated areas (Rejected Areas)	SM/SA
1.8	Ensure that no goods are kept or stored along the aisles	SM/SA
1.9	Ensure that non-pharmaceutical products such obsolete office equipment, stationery, beds etc. are not stored alongside pharmaceutical products	SM/SA
2.0	Ensure that goods are stored off the floor and at least 30cm from the wall to permit air circulation and avoid any water contact with the cartons.	SM/SA
2.1	Clearly segregate, locate and label goods according to their status to avoid confusion e.g. receipt, rejected, under-test, returned, expired, damaged, short-dated, passed, cold chain-item and dispatch	SM/SA
2.2	Monitor storage conditions as per Procedure on Environmental and Equipment Control	SM/SA

9   Procedure for Pest Control

Purpose: To define the procedures and responsibilities for the maintenance of a pest control program

No	Procedure	Action Owner
1.0	*Preparatory pest control activities*	
1.1	Prequalify, evaluate and select providers of pest control services as per the relevant procurement guidelines	PM
1,2	Prepare and share a pest control program with PA for approval. This should consist of; • Bimonthly inspections • Biannual pest control • List of pest control methods to be used including recommended preventive activities • List of safe pesticides that meet regulatory approval for use under the pest control program. • Precautions to be taken if any	Vendor
1.3	Circulate and share the pest control program with SM	PA
2.0	*Bimonthly inspections*	
2.1	Inspect the interior and exterior stores environment together with SM for any signs of pests	Vendor /SM
2.2	Examine, refill and replace, where necessary, each and every bait box in the store	Vendor
2.3	Document observations and interventions in the Pest Control & Treatment Report and share with PA and SM	Vendor
2.4	In the event of a gross infestation resulting in damage to products, a deviation report shall be written by the SM and shared with the PA and DCS	SM
2.5	The causes of such deviation shall be addressed within a maximum of 5 days and the deviation report shall be maintained by the SM alongside the Pest Control Treatment Report	SM
3.0	*Biannual pest treatment and control*	
	Inspect the interior and exterior Stores environment for any signs of pests	Cleaner
3.1	Use the specified pre-agreed regulatory approved pesticides and pest control methods to control pests • Plant baits and traps where applicable using non-toxic pesticides e.g. Bromodiolone. • Spray entrances, crevices and other susceptible areas using non-toxic pesticides e.g. Dichlorvos. • Use toxic chemicals e.g. Chloropyrifos to spray manholes • Use toxic chemical e.g. Bifenthrine to spray gardens	Vendor
3.2	Document observations and interventions in the Pest Control & Treatment Report and share with SM and PA	Vendor

4.0	*Preventive activities*	
4.1	Report any signs of insect, rodent infestation or bird activity observed to the SM who in turn, will report the observation to the PA	SA /Cleaner
4.2	Eliminate perches near doors and ensure that evidence of bird activity is not present in the storage areas.	SA /Cleaner
4.3	Where practical, feasible and in consultation with PA, request for and use UV insect electrocuters.	SM
4.4	Wherever applicable and feasible keep exterior doors closed when not in use, to minimize pest entry to the stores.	SM
4.5	Avoid eating and drinking in the stores in order to deter pest activity	SM/SA/ Cleaner
4.6	Maintain the stores clean, neat and tidy	Cleaner

10   Procedure for Control of Eating, Drinking and Smoking in the Stores

Purpose: To ensure that no eating, drinking and smoking takes place in the stores. This procedure applies all personnel and visitors entering the stores.

No	Procedure	Action Owner
1.1	Install and maintain signs at the entrances to the Stores clearly indicating that no smoking, eating or drinking is permitted in the Stores.	SM
1.2	Train staff at regular intervals on the dangers of eating, drinking and smoking in the stores	PA/DCS
1.3	Designate and maintain an eating and drinking area which will be cleaned and regularly inspected to maintain cleanliness	PA
1.4	Ensure that the Stores personnel and visitors to the Stores comply with this procedure	SM
1.5	Ensure no kettles, plates, cups and cutlery is/are carried into the stores by personnel or visitors	SM/SA/ Cleaners
1.6	Report any staff who deviates from this procedure to the PA to take disciplinary action	SM/SA/ Cleaners

11   Procedure for Daily Cleaning of the Stores

Purpose: To maintain the stores clean, neat and tidy. This procedure applies to cleaners and covers all activities related to cleaning the stores.

No	Procedure	Action Owner
1.1	Collect all excess empty non-used boxes remaining from the day before, flatten and pack in the empty boxes area.	Cleaner
1.2	Deface labels on disused shippers boxes and set aside in a dedicated area for use to pack orders for picking	Cleaner
1.3	Sweep the entire floor area of the stores especially in areas where, the cleaning machine in use, will not reach	Cleaner
1.4	Collect and dispose-off waste using waste bins. • Liaise with SM to check the bins before disposing-off waste	Cleaner
1.5	De-dust the cartons, racks, tables, shelves and other utilities; and remove any cob webs where applicable	Cleaner
1.6	De-dust tools e.g. min-max thermometers, hygrometers, weighing scales, pallet trucks, etc. • Clean with a moist piece of cloth and detergent liquid soap for equipment that are not sensitive to moisture • Clean with a dry piece of cloth for equipment that are sensitive to moisture.	Cleaner
1.7	De-dust tables and computers	Cleaner
1.8	De-dust racks and cartons on a daily basis • Use ladders where applicable • Ensure you are clad in protective ware while de-dusting commodities at heights above 2m	Cleaner
1.9	Wash the entire stores floor area on a daily basis using the cleaning machine with specified diluted detergent	Cleaner
1.10	If no cleaning machine is used, the floor area must be mopped every second day using a safe surfactant base that is not reactive to other chemicals	Cleaner
1.11	Mop the floor dry using a dry piece of cloth or a squeezer	Cleaner
1.12	Clean the windows using glass cleaning detergents and a dry piece of cloth	Cleaner
1.13	Clean cold rooms, controlled substance areas, rejected area, Quarantine and Returns areas at least once a week by sweeping and cleaning in the company of SM. • Wheel or remove the goods out of the area • Sweep and mop clean • Return the goods and lock up where applicable	Cleaner
1.14	Arrange or return commodities in their proper places	Cleaner
1.15	Complete and sign the cleaning logs	Cleaner

12 Procedure for Handling Cold Chain items

Purpose: To maintain the cold chain of products through receipt, storage and handling

No	Procedure	Action Owner
1.0	**Receiving of cold chain items**	
1.1	Receive cold chain items as per procedure for receiving goods	SM
1.2	Extract the temperature monitors and check for temperature excursions.	SM
1.3	Make copies and/or record the temperature at which the cold items have been delivered	SM
1.4	If the cold chain has been maintained up to the point of delivery go to step 1.6	SM
1.5	If the cold chain has NOT been maintained up to the point of delivery go to step 2.1	SM
1.6	Transfer cold chain items immediately into the cold room i.e. within 15 minutes of receipt of the items.	SM
1.7	Reject locally supplied cold chain items immediately if temperatures are out of recommended range	SM/SA
2.0	**Handling Temperature Excursions on Receipt**	
2.1	Segregate the affected products and keep in the cold room quarantine	SM
2.2	Report any temperature excursions to the Pharmacist and copy the PA and DCS	SM/SA
2.3	Share copies of the invoice, parking list, GRN, certificates of analysis and temperature chart or monitor to pharmacist	SM
2.4	Consult the thermo-stability tables for the respective products and provide guidance on handling the products.	Pharmacist
2.5	Reject locally supplied cold chain items immediately if temperatures are out of recommended range	Pharmacist
2.6	Reject internationally supplied cold chain items but retain in cold room quarantine as re-export or destruction	Pharmacist
2.7	Re-export or destroy	SM
3.0	**Monitoring cold room temperatures**	
3.1	Store all cold chain items between +2 degrees and +8 degrees centigrade	SM
3.2	Obtain cold room temperature by printing an i-button report at the end of each week	SM
3.3	Manually log temperature highs and lows at the end of each working day.	SM
3.4	Calibrate temperature monitoring system as per the recommended guidelines from the programmer.	SM
3.5	Ensure that temperature monitoring device is connected to an alarm system at all times to notify the PA, engineer responsible and DCS when the temperature goes out of the selected range.	SM
3.6	Complete a storage temperature deviation form every time an alarm goes off. If alarm continues beyond 5 minutes, notify the engineering service provider immediately.	SM

	NB: Cold room temperature can be monitored 24 hours by GSM that sends electronic messages to mobile phones on a 24 hour basis.	
3.7	Arrange emergency evacuation to a pre-identified back-up stores within 4 hours of consistent breakdown of the cold room.	SM
4.0	**Transportation of cold chain items in non-refrigerated vehicles**	
4.1	Transport all cold chain items at between +2 degrees and +8degrees centigrade	SM
4.2	Keep ice packs in freezers and the cold rooms at all times for purposes of emergency evacuation and relocation; and normal delivery of cold chain items	SM
4.3	Maintain cold chain using a minimum of 3 ice packs in every standard box	SM
4.4	Complete a notification of dispatch and delivery temperature form before products are removed from the cold room for dispatch.	SM
4.5	Activate the temperature monitors and place in an empty box similar to the one used in packaging the product under transportation.	SM
4.6	Use temperature monitors during transportation from the stores to health facilities and other locations	SM
4.7	Attach freeze tag for products that must be protected from freezing. • The freeze tag used is pre-activated and must have a tick to show that it has never been exposed to freezing temperatures. • If products freeze in transit the indicator will show an irreversible X. • If there is an X on the indicator at delivery the recipient should indicate this on the log sheet before receiving the product. • The products should be kept under cold chain until a decision is made by RHSP and communicated to the respective recipients.	SM
4.8	During transportation, item that should be protected from freezing should not be in direct contact with frozen ice-packs. • Only ice-packs from the cold-room, stored between +2 degrees and +8 degrees centigrade should be placed near the products. • The frozen ice packs should be placed in the outer in an outer layer. • The freeze tag should be placed on or between the products.	SM
4.9	Document the delivery temperatures and maintain a health facility signed copy for proof of delivery within the recommended temperature ranges.	SM
5.0	**Transportation of cold chain items in non-refrigerated vehicles**	
5.1	Complete a notification of dispatch and delivery temperature form before products are removed from the cold room for dispatch	SM
5.2	Activate the temperature monitors and place in an empty box similar to the one used in packaging the product under transportation.	SM
5.3	Use temperature monitors during transportation from the stores to intended destination.	SM
5.4	Place the cold chain items in an appropriate chamber of the cold van. • In the refrigerated chamber for cold chain items that have to be maintained between +2 degrees and +8 degrees. • In the freezer for cold items that must be frozen	SM
5.5	Complete a notification of dispatch and delivery temperature form upon delivery to the health facility. • Indicate temperature reading at delivery • Where freeze tag has accompanied the products, it should be photocopied at the recipient's premises and the copy signed by the person receiving the products.	SM

13   Procedure for Picking Stock Items

Purpose: To ensure that the right types and quantities of goods requested by the customer are picked for dispatch.

No	Procedure	Action Owner
1.0	*Storage*	
1.1	Obtain completed Stores Requisition Form	SA
1.2	Scrutinize the Requisition Form and understand the nature of items required	SA
1.3	Choose handling device i.e. trolley, hand pallet truck	SA
1.4	Check items before removing from the locations: • Check item description • Check batch numbers and expiry dates • Check unit of measures, pack sizes and strength • Confirm that the items are not damaged • Confirm that the shelf life is valid i.e. > 2 months • Check that the manufacturer's name is what appears on the pick • Remove items based on First-Expiry-First-Out	SM/SA
1.5	Pick the quantity required as indicated on the picking list and place into the trolley, hand pallet truck or electronic folk lift where applicable	SM/SA
1.6	Take care that you confirm 1.4 for each individual item or carton where applicable	SM/SA
1.7	Mark besides the item number on the picking list to confirm that item has been picked • Write the quantity picked in the same place in case you do not pick full quantity	SM/SA
1.8	Repeat procedures 1.4 to 1.7 until all items on the picking list are picked	SM/SA
1.9	Endorse and date the pick once you have completed	SM/SA
1.10	Ensure that all the items are neatly packed on the handling device to facilitate checking.	SM/SA
1.11	Move the picked items to the checking area and label the trolley or pallet with Requestor's name.	SM/SA

14   Procedure for Checking and Dispatching of items

Purpose: To ensure that the right types and quantities of products/items are dispatched to requestors. This procedure covers activities involved in checking, full and partial dispatch of goods

No	Procedure	Action Owner
1.1	Receive picked items	SM
1.2	Ensure that you have adequate space for checking and packing	SM
1.3	Verify that the items picked conform to the specifications indicated on the pick list for each item • Check item description • Check batch numbers and expiry dates • Check unit of measures, pack sizes and strength • Confirm that the items are not damaged • Confirm that the shelf life is valid i.e. > 2 months • Check that the manufacturer's name is what appears on the pick • Remove items based on First-Expiry-First-Out	SM/SA
1.4	Put aside the items that do not conform to the specifications above to be dealt with after checking	SM/SA
1.5	Tick besides the item No. checked and confirmed to match the quantity and specifications above	SM/SA
1.6	In case items available are less than required or not available, return pick or check issue those that are available,	SM/SA
1.7	In case of any discrepancies between pick document and items picked, • Return excess items to respective locations, OR • Pick required quantities	SM/SA
1.8	Complete the verification as in 1.3 above	SM
1.9	Cross check the pick to ensure that all items are picked	SM
1.10	Ensure that for brand specific Requestors, if brands indicated on the pick are not available alternative brands are not issued	SM
1.11	Enter the final information of the picked items into system and adjust the inventory management system	SM
1.12	Assign SA to pack and seal the consignment properly in appropriate boxes or polyethylene bags	SA
1.13	Count and write down the total number of boxes/packages making up the consignment on the pick document	SM
1.14	Contact Requestor to collect items	SA

15   Procedure for Return of Stock items

Purpose: To ensure smooth return of goods where errors might have been made during picking, checking and dispatch.

No	Procedure	Action Owner
1.1	Receive request from end-user/customer to return goods with relevant supporting documents.	SM
1.2	Reject goods immediately If no documentary proof exists that they were picked from or issue by RHSP	SM
1.3	Receive goods in the following exceptional circumstances; • Mistakes by RHSP stores staff • Short shelf life that was not brought to the attention of the end-user/customer at the time of dispatch • Damages on goods existing at the time of dispatch • Poor quality or otherwise defective goods • Obsolete/expired/excess stock	SM
1.4	Inspect and count items • Ensure that excess items or returned goods meet quality standards described in the receiving procedure (reject goods if quality not acceptable). • Receive obsolete/expired provided documentation is available	SM/SA
1.5	If wrong item was issued, return the item to its previous location and pick the right item	SA
1.6	Check item as per Procedure on checking and dispatching of items and before issuing to end-user/customer	SM
1.7	If goods are expired, damaged or short dated transfer them to the receiving bay and inform the staff who picked the items	SM
1.8	Transfer goods to designated area using Procedure on handling expired and damaged items.	SM

16   Shelf Life Policy

Purpose: To provide guidance on the minimum shelf life requirements for all products received into and issued out of the Stores

No	Procedure	Action Owner
1.0	*General*	
1.1	Products with a total shelf life of more than 1.5 years (18 months) shall have at least 75% remaining shelf life or 1.5 years on arrival whichever is greater.	Pharmacist
1.2	Products with a total shelf-life of 1 year or less shall have at least 80% shelf life on arrival. This policy shall apply only to a list of items that shall be annually agreed upon by RHSP Management	Pharmacist
1.3	Goods from local suppliers that do not conform to the specified shelf life limits shall be rejected on arrival unless prior written notification has been received.	Pharmacist
1.4	For foreign goods that do not conform to the specified shelf life limits, a query shall be raised by SM as per Receiving Procedure	Pharmacist
2.0	*Variations*	
2.1	The supplier shall be required to communicate about products that do not conform to these specifications to the Procurement Manager before the goods are shipped.	Pharmacist
2.2	The Procurement Manager, SM and the Pharmacist shall evaluate each case depending on the availability of item, and consumption patterns and make a decision on whether to buy the stock or not. In case of failure to reach a compromise the PD shall intervene.	Pharmacist
3.0	*Withdrawal of stock due to shelf life*	
3.1	All products with 3 months remaining shelf life or less shall be blocked and withdrawn from issuable stock; and stored in a different location	Pharmacist
3.2	Products with shelf-life longer than 3 months may be withdrawn from issuable stock after approval by Management.	Pharmacist

Part II – Management of Fuel and Motor
Vehicle/Cycle Spare Parts

17   Procedures for Managing Fuel

Purpose: To ensure that there is no wastage or loss of fuel, and that the internal customers receive a steady supply of fuel.

No	Procedure	Action Owner
1.0	*Ordering Fuel*	
1.1	Ensure that fuel stocks are regularly checked in order to maintain an adequate supply at all times	SM
2.0	*Fuel Deliveries*	
2.1	Check the dip/gauge on the receiving bulk fuel tank, noting the quantity contained before any deliveries	SM
2.2	Check dips/meter readings on the vehicle before and after delivery	SM
2.3	Check the dip/gauge on the receiving tank after delivery and agree the quantity delivered to both vehicle dips/meters and tank dips/gauge	SM
2.4	Check quantity on the delivery document, sign it and retain a copy	SM
3.0	*Dispensing Fuel*	
3.1	Complete Fuel Requisition Form and have it reviewed and approved by the Transport Officer and Deputy Director Finance and Admin	Driver
3.2	Present the approved form to the SM	Driver
3.3	Review the form submitted by the driver and dispense the fuel. Ensure that the right type of fuel and quantity dispensed	SM/SA
3.4	Have the driver sign on the Requisition form acknowledging that the right type of fuel and quantity has been dispensed.	SM/Driver
4.0	*Stock Records*	
4.1	Record fuel pump readings manually for each vehicle and then input these readings, along with vehicle kilometers (km), into a spreadsheet	SA
4.2	Carry out weekly stock reconciliations, checking actual stock against stock records and share the report with PA	SA/SM
4.3	Maintain cumulative records of stock losses or gains and the percentage of total fuel used and share the weekly report with PA	SM
5.0	*Equipment*	
5.1	Fuel pumps should be maintained and calibrated on at least quarterly	SM/PA
6.0	*General*	
6.1	Vehicle refuelling should not be permitted during bulk tank reconciliation or weekly bulk tank reconciliations in order to maintain accuracy	SM
6.2	Delivery area must be free from hazards	SM
6.3	Fuel bunds must be checked weekly and any water/leaking fuel disposed of safely	SM
6.4	Fuel leaks must be reported immediately and repairs implemented	SA/SM
6.5	Any spills must be removed or covered by an absorbent material immediately	SA/SM

18   Procedures for Managing Inventory of Motor Vehicle/Cycle Spare Parts

Purpose: To ensure that the right spare parts for motor vehicles and motor cycles are procured; and appropriately stored.

Note: *Some of the standard operating procedures stipulated in Part I and III of this document shall apply to this section, where such procedures are not necessarily limited to pharmaceutical products/medical supplies or other inventory items .*

No	Procedure	Action Owner
1.0	*Ordering spare parts*	
1.1	Follow appropriate procurement procedures to order for spare parts	TO/PM
2.0	*Delivery of Spare Parts*	
2.1	Check the spare parts that have been delivered by the supplier. Look out for the following: • Confirm that the spare parts are new and unused • Confirm that the spare parts have part numbers	SA/SM
2.2	Record the following information on the bin cards and updates in the inventory management system: • Description and Unit of measure • Quantity for each item/pack • Part Numbers	SA/SM
3.0	*Issuing Spare Parts*	
3.1	Complete a Stores Requisition Form and have it reviewed and approved by the Transport Officer and Deputy Director Finance and Admin	Mechanic
3.2	Present the approved form to the SM	Mechanic
3.3	Review the form submitted by the mechanic and pick the items required.	SM/SA
3.4	Have the mechanic sign on the Requisition form acknowledging receipt of the right type of part and quantity.	SM/ Mechanic

Part III – Stores Health and Safety

19   Procedure for Health and Safety in the Stores

Purpose: To provide guidance for minimizing injuries in the Stores.

No	Procedure	Action Owner
1.0	**Handling Items**	
1.1	***Manual Lifting and Materials Handling***	
1.1.1	Get a co-worker to help if a product or other item is too heavy to lift.	SA
1.1.2	If possible, use powered equipment instead of manually lifting heavy materials.	SA
1.1.3	Reduce lifts from shoulder height and from floor height by repositioning the shelf.	SA
1.1.4	Use your legs and keep your back in a natural position while lifting	SA
1.1.5	Test the load to be lifted to estimate its weight, size, and bulk and to determine the proper lifting method.	SA
1.1.6	Do not twist while carrying a load. Instead, shift your feet and take small steps in the direction you want to turn.	SA
1.1.7	Make sure there are appropriately marked and sufficiently safe clearances for aisles and at loading docks or passageways where mechanical-handling equipment is used	SA/SM
1.1.8	Properly stack loose or unboxed materials which might fall from a pile by blocking, interlocking, or limiting the height of the pile to prevent falling hazards.	SA
1.1.9	Bags, containers, bundles, etc. should be stored in tiers that are stacked, blocked, interlocked, and limited in height so that they are stable and secure to prevent sliding or collapse.	SA/SM
1.10	Storage areas should be kept free from accumulation of materials that could lead to tripping, fire, explosion, or pest infestations.	SA/SM
1.2	**Ladder Safety**	
1.2.1	Do not use a metal ladder around live electricity.	SA
1.2.2	Set a ladder on a firm level surface, with its feet parallel to the firm surface it leans against	SA
1.2.3	Angle the ladder so its feet are a distance from the wall that equals one-fourth its length. In other words, set the bottom of a 12-foot ladder 3 feet from the wall.	SA
1.2.4	Don't place a ladder against a window, window sash, unlocked door, or anything unstable like loose boxes.	SA
1.2.5	Secure the bottom of the ladder—or have someone hold it.	SA
1.2.6	Do not allow more than one person on a ladder.	SA
1.2.7	Face the ladder and hold the side rails as you climb up or down	SA
1.2.8	Carry tools and materials with a rope or belt—not your hand.	SA
1.2.9	Stand centered on the ladder; don't stretch or lean to the side	SA
1.2.10	Stand no higher than four steps or rungs from the ladder top—two for a stepladder	SA

2.0	**Slips, Trips & Falls**	
2.1	*Housekeeping*	
2.1.1	Keep all work environment, passageways, storerooms, and service rooms clean, sanitary, and orderly.	Cleaner
2.1.2	Keep workroom floors clean and dry. Where wet processes are used, provide drainage, false floors, platforms, mats, etc.	Cleaner
2.1.3	Keep floors, working areas, and passageways free of protruding nails, splinters, holes, loose boards, or tiles.	Cleaner
2.1.4	Periodically inspect the walking areas to check for foreign objects, water, and other items that may create falling hazards. Maintain records of your inspection activities including the area inspected, conditions observed, who conducted the inspection, and the time.	SA/ Cleaner
2.1.5	Practice sound recordkeeping by maintaining a cleaning log, including products used, surfaces cleaned, when and by whom tasks are performed, and cleaning procedures.	Cleaner
2.2	*Employee Training*	
2.2.1	Train employees about established safety procedures, cleaning operations, and inspection procedures	SM/PA
2.2.2	Provide employees with appropriate product usage training.	SM/PA
2.2.3	Post written slip and fall prevention and accident handling policies in conspicuous places	SM/PA
2.2.4	Keep records of all employee training including individuals trained, subject matter covered, training materials, and date of training.	SM/PA
2.3	*Flooring and Stairs*	
2.3.1	Select appropriate flooring materials for the anticipated conditions of use.	SM/ Cleaner
2.3.2	Consider periodic monitoring of slip resistance of the flooring surfaces	Cleaner
2.3.3	Inspect flooring surfaces for holes, chips or other trip hazards and make necessary repairs.	Cleaner
2.3.4	Use non-slip stair treads and landings with abrasive stair nosing.	Cleaner
2.4	*Matting*	
2.4.1	Use absorbent walk-off mats at all doorways that lead to the outside and in other areas where it is foreseeable that slippery conditions exist.	Cleaner
2.4.2	Use low-profile, highly abrasive matting in areas where grease and oil are present.	SM/ Cleaner
2.4.3	Thick mats should be constructed with beveled edges to minimize tripping.	SM
2.4.3	Use mats with a non-slip backing on wet surfaces.	SM/ Cleaner
2.4.4	Ensure that mats are adequately secured against movement.	Cleaner
2.5	*Cleaning Chemicals*	
2.5.1	Maintain high-risk areas using a traction-enhancing cleaner.	Cleaner
2.5.2	Select a floor cleaner that enhances slip resistance and does not leave a slippery soap residue. Rinse thoroughly with clean water after use.	Cleanr
2.6	*Hazard Identification*	
2.6.1	Once hazards are identified (i.e. a spill on the floor), post caution signs or	SA/SM/

	barriers preventing access to the spill.	Cleaner
2.6.2	Post caution signs while mopping.	Cleaner
2.6.3	Periodically inspect entryways and mop up tracked in rain, snow, and debris.	Cleaner
2.6.4	Eliminate chronic hazards by implementing design changes and conducting frequent equipment inspection and servicing.	SM
2.6.5	Barricade doors of single entrance rooms when wet mopping.	Cleaner
2.7	***Charging Stations***	
2.7.1	Prohibit smoking and open flames in and around charging stations	SM
2.7.2	Ensure that fire extinguishers are available and fully charged/well serviced	SM
2.7.3	Provide proper personal protective equipment such as rubber gloves and eye and face protection	SM