DECODING PHARMA

QUALITY ASSURANCE DEPARTMENT

STANDARD OPERATING PROCEDURE	
Department: Quality Assurance	**SOP No.:**
Title: Policy on Return Goods	**Effective Date:**
Supersedes: Nil	**Review Date:**
Issue Date:	**Page No.:**

1.0 OBJECTIVE:

1.1 When returned goods are received at site the decision regarding its re-labeling, resale, recovery or destruction must be taken only after they have been critically assessed by the quality control Dept. in accordance with a written procedure.

2.0 SCOPE:

2.1 This procedure applies whenever a buyer returns goods at any stage, for whatever reason.

3.0 RESPONSIBILITY:

3.1 Investigation of the complaint (if any), Follow-up with QC for check of quality Getting compliance with requirements: Q.A. officer/Executive.

3.2 Conclusion of Complaint analysis, Co-ordination for dispatch of return goods after confirmation of quality parameters: Head Q.A.

4.0 ACCOUNTABILITY:

4.1 Head – Quality Assurance.

4.1.1 Possible Return of goods from buyer

4.1.1.1 Buyer wants changes in secondary packing material.

4.1.1.2 Cancellation of contract.

4.1.1.3 Natural calamity

4.1.1.4 Buyer founds that goods does not meets their requirement.

5.0 PROCEDURE:

5.1 **Buyer wants changes in secondary packing material**

5.1.1 Forward the Information about the changes to Marketing department, in case buyer wants changes in secondary packing material.

5.1.2 After receiving the goods back, store intimates to production and QA for receipt of return goods.

5.1.3 Issues a written intimation to stores to send back returned material to production for repacking.

5.1.4 Production request for packing material and repack the return goods as intimated by QA.

5.1.5 Production sends the sample of repacked goods to Quality Control for Approval.

5.1.6 Quality control tests the Finished goods and approve the batch if found O.K.

5.1.7 After getting approval from QC, Production returns repacked goods to stores.

5.1.8 Store coordinates with marketing department for the dispatch of goods.

5.2 **Cancellation of contract**

5.2.1 Once the goods are returned, stores arrange them in a lot and affix the label as returned goods.

5.2.2 Store coordinates with marketing department for possibility of sale to another buyer / export to other country.

5.2.3 **Natural calamity**

5.2.3.1 In case goods are returned because of natural calamity, store stack the Returned goods separately and affix the consignee label.

5.2.3.2 Store coordinates with marketing department for possibility of export.

5.2.3.3 On intimation from marketing department for the dispatch, store coordinates with QA for final dispatch advice.

5.3 **Buyer found that goods does not meets their requirement**

5.3.1 On receipt of returned goods, Carry out detailed study and confirms that the complaint is genuine or not. Perform the complaint analysis as per SOP for Product Complaint.

5.3.2 Study includes vigorous checking of Quality parameters with specification and verifies the status of Batch as Approved or Rejected.

5.3.3 If Batch is approved, Based on the findings, coordinate with marketing for the next step.

6.0 ABBREVIATIONS:

6.1 SOP-Standard operating procedure

6.2 QA-Quality assurance

7.0 CROSS REFERENCES:

7.1 NA

8.0 REFERENCES:

8.1 In house

9.0 ATTACHMENTS:

9.1 NA

10.0 CIRCULATION LIST

10.1 Quality Assurance

10.2 Production

10.3 Engineering

10.4 Quality Control

10.5 Warehouse

10.6 Personnel & Administration

10.7 Purchase

10.8 Account

11.0 REVISION HISTORY:

SOP No.	REASON FOR CHANGE	VERSION NUMBER	SUPERSEDES	CHANGE CONTROL No.
	New SOP	01	NIL	NA