



PHARMA DEVILS

WAREHOUSE DEPARTMENT

STANDARD OPERATING PROCEDURE

Department: Warehouse

TITLE: Handling of Market Returned Finished Goods

SOP No.		Revision No.	
Effective Date		Supersedes No.	
Review Date		Page No.	1 of 5

1.0 OBJECTIVE:

To lay down the procedure for Handling of Market returned Finished goods.

2.0 SCOPE:

The SOP is applicable for Handling of Market returned Finished goods.

3.0 RESPONSIBILITY:

Officer, Executive – Stores

Head Stores

4.0 PROCEDURE :

- 4.1 Receive information from marketing department, regarding return of finished goods.
- 4.2 During receiving the return finished goods check the details as per Annexure-I.
- 4.3 After receipt of the returned finished goods, enter the details in Register for Returned Goods (Annexure II) & Record of Market Returned Finished Goods Log (Annexure III).
- 4.4 Details for the return shall be specified in the reason column in Annexure III.
- 4.5 Keep the returned finished goods in the Bonded store room (BSR) in the area meant for this purpose (i.e. in “Return Finished Goods area”).
- 4.6 Intimation shall be forwarded to Quality Assurance for inspection and carrying out investigation.
- 4.7 Based on the investigation and inspection carried out, samples shall be drawn and tested by Quality control to evaluate the quality parameters. Based on the overall assessment by Quality assurance, QA Head shall decide for destruction or redressing of the return goods.
- 4.8 In case of commercial issue dispatch of the goods shall be done later. This is applicable only to goods stored at central warehouse for long periods due to commercial issues.
- 4.9 After completion of redressing (Ref. SOP), follow the procedure as per SOP.
- 4.10 Based on the final approval from Head QA status of the return goods i.e. destruction, redressing, dispatch as such etc. shall be updated in Annexure III.



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5.0 ANNEXURE (S):

Annexure-I : Checklist for Market returned Finished goods

Annexure-II : Register for Returned Goods

Annexure-III : Record of Market returned Finished Goods

6.0 REFERENCE (S) :

SOP: Preparation, approval, distribution control, revision and destruction of Standard Operating Procedure (SOP).

7.0 ABBREVIATION (S) /DEFINITION (S) :

STR : Store

REVISION CARD

S.No.	REVISION No.	REVISION DATE	DETAILS OF REVISION	REASON (S) FOR REVISION	REFERENCE CHANGE CONTROL No.
1	00	--	--	NEW SOP	--



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ANNEXURE 1

CHECKLIST FOR MARKET RETURNED FINISHED GOODS

Date of Receipt	:				
Name of Product	:				
B. No.	:				
Mfg. Date	:		Exp. Date	:	
Name of Consignee	:				
Excise Invoice No.	:				
QTY.	:		Nos. of Boxes	:	

Remarks (If any damage of Boxes):

Signature verifying Officer

Checked By



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ANNEXURE 3

RECORD OF MARKET RETURNED FINISHED GOODS

S.No.	Date of Receipt	Description of Goods / Product Name	Brand Name with Identifying mark or Batch number if any	Quantity Received		Name of Consignee	Reason	Status*
				Quantity	No. & Dt. of invoice			

Note: * Mention Status as Destroyed, Redressed, Dispatched as such etc. which ever is applicable.