STANDARD OPERATING PROCEDURE

Raw Material Receiving and Inspection SOP

Document no.	SOP-MFG-009
Revision	1.0
Owner	Warehouse Supervisor
Effective date	September 15, 2026
Review cycle	Every 12 months

1. Purpose

To make sure incoming raw material matches the purchase order and specification before it is released into inventory, and that non-conforming or damaged shipments are caught at the dock rather than in production.

2. Scope

Applies to raw material and component deliveries received at the dock. Moving material within the plant after it is released to inventory is covered by the material handling SOP.

Definitions

Certificate of analysis (CoA)	A supplier document certifying that a material lot meets specified chemical or physical properties.
Lot number	The identifier assigned to a specific production batch of material, used for traceability.
Quarantine hold	A status that prevents material from being used in production until incoming inspection releases it.
Packing slip	The supplier's document listing what was shipped, used to reconcile against the purchase order and physical count.

3. Responsibilities

Receiving Clerk	Verifies deliveries against the purchase order, unloads material safely, and logs receipts in the system.
Quality Inspector	Samples incoming material, checks certificates of analysis, and releases or rejects the lot.
Warehouse Supervisor	Oversees dock operations and quarantine area, and coordinates rejected shipment returns.
Purchasing	Resolves shortages, damage claims and rejected shipments with the supplier.

RACI matrix

Activity	Receiving Clerk	Quality Inspector	Warehouse Supervisor	Purchasing
Verify delivery against the purchase order	R/A	I	I	C
Sample and inspect incoming	C	R/A	I	-

Activity	Receiving Clerk	Quality Inspector	Warehouse Supervisor	Purchasing
material				
Release or reject the lot	I	R/A	C	I
Resolve shortages and rejected shipments with supplier	I	C	R	A

R = Responsible, A = Accountable, C = Consulted, I = Informed

4. Materials and PPE

Materials, tools and systems

- Purchase orders and packing slips
- ERP or WMS for receiving transactions
- Incoming inspection sampling plan
- Quarantine area and hold tags
- Pallet jack or forklift for unloading
- Supplier certificate of analysis records

Personal protective equipment

- High-visibility vest
- Steel-toe boots
- Gloves appropriate to the material
- Safety glasses

5. Procedure

Step	Task	Owner	Done
5.1	**Verify the delivery against the purchase order** Receiving clerk checks the supplier, item numbers and quantities on the delivery against the open purchase order before unloading begins.	Receiving Clerk	☐
5.2	**Inspect the truck and packaging before unloading** Clerk inspects the delivery vehicle and outer packaging for visible damage, contamination or signs of temperature abuse before accepting the shipment. **Warning:** Refuse or note damage on the delivery receipt for any load showing signs of contamination, crushing or temperature abuse before unloading.	Receiving Clerk	☐
5.3	**Unload material safely** Clerk unloads the material using the appropriate equipment, following safe lifting and forklift operating practices for the load type and weight.	Receiving Clerk	☐
5.4	**Count and reconcile against the packing slip** Clerk counts or weighs the received material and reconciles the quantity against the supplier's packing slip, noting any shortage or overage. **Checkpoint:** Received quantity matches the packing slip and purchase order before the receipt is processed.	Receiving Clerk	☐
5.5	**Verify the certificate of analysis** Quality inspector checks the supplier's certificate of analysis or material certification against the purchase order requirements for the lot received.	Quality Inspector	☐

Step	Task	Owner	Done
5.6	**Pull a sample for incoming inspection** Inspector pulls a sample from the lot per the incoming inspection sampling plan for that material.	Quality Inspector	☐
5.7	**Quarantine material pending inspection results** Clerk moves the received lot to the quarantine hold area with a hold tag until the quality inspector completes and records the inspection results.	Warehouse Supervisor	☐
5.8	**Release approved material to storage** Inspector releases the lot in the system once it passes inspection, and the clerk moves it from quarantine to its assigned storage location with the lot number recorded.	Quality Inspector	☐
5.9	**Reject and segregate nonconforming shipments** If the lot fails inspection or the certificate of analysis doesn't meet requirements, the inspector rejects the lot and the clerk segregates it clearly from released material pending return.	Quality Inspector	☐
5.10	**Log the receipt in the system** Clerk logs the receipt in the ERP or WMS with lot number, quantity, storage location and, where applicable, expiration or retest date.	Receiving Clerk	☐
5.11	**Notify purchasing of shortages or rejections** Warehouse supervisor notifies purchasing of any shortage, damage or rejected shipment so they can pursue a claim or replacement with the supplier.	Warehouse Supervisor	☐
5.12	**File receiving documentation** Clerk files the purchase order, packing slip, certificate of analysis and inspection results together for traceability on that lot.	Receiving Clerk	☐

6. Quality checks

- No received lot is moved to general storage before quality inspection releases it.
- Every lot has a certificate of analysis on file matching the purchase order requirements.
- Rejected shipments are physically segregated from released material.
- Received quantities are reconciled against the packing slip on every delivery.

7. Records

- Purchase orders and packing slips
- Certificates of analysis
- Incoming inspection results
- Quarantine and rejection log
- Receiving log in the ERP or WMS

8. KPIs

- Percentage of shipments passing incoming inspection on first check
- Average time from delivery to lot release
- Shortage and damage claims per period
- Supplier on-time and complete delivery rate

9. Common mistakes

- Moving material to general storage before it clears quarantine.

- Accepting a shipment without checking the certificate of analysis against requirements.
- Not documenting truck or packaging damage before unloading.
- Mixing a rejected lot with released material in the same storage area.
- Delaying the notification to purchasing about a shortage, missing the supplier's claim window.

10. Revision history

Revision	Date	Description	Reviewed by
1.0	September 15, 2026	Initial release	Ilia Pirozhenko

Approval

Prepared by	Approved by	Date

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